

# **STATEMENT OF WORK**

**For**

**ROBINS AFB FY 2006-2011 E&TS Function**

**13 February 2006**

**ROBINS AFB EDUCATION & TRAINING PBSOW**  
**13 FEBRUARY 2006**

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**1.0. DESCRIPTION OF SERVICES**

**1.0.1. Background.** Robins Air Force Base (AFB) is home to Warner Robins Air Logistics Center (WR-ALC), 78 Air Base Wing, the center wings, and staff offices. The center provides world-class depot level maintenance and repair, supply chain management, and product support to air and space systems. In addition, more than 60 other units make up a vital part of the Air Force installation's war-fighting team. It is the largest industrial complex in Georgia, employing a workforce of over 25,580 civilian, contractor, and military members. The Robins AFB military and DoD civilian community is eligible for various base and center services provided on behalf of the Air Force.

**1.0.2. General.** The Robins AFB Education and Training function was outsourced as a result of an A-76 study. The entire function shall be the responsibility of the contractor with the exception of inherently governmental (IG) tasks. The contractor shall provide assessment of the installation's education and training needs, develop, deliver, manage and administer comprehensive education and training services (E&TS) programs that meet the needs as defined in this performance-based statement of work (PBSOW) and the mission and performance objectives of Robins AFB. The contractor shall ensure that formal academic educational instruction shall be provided by institutions of higher learning and focus on the nature and principles of a given discipline, to support military and civilian tuition assistance and other Government-funded specialized education/training programs. The contractor's training function shall comprise a set of events or activities presented in a structured manner for the attainment of skills, knowledge, and abilities required to meet Air Force mission and job performance requirements. The E&TS contractor shall provide E&TS to active duty, guard, reserve, and DoD civilian employees of the Robins AFB community. These services and programs are critical to mission accomplishment as well as the individual and professional development of the Robins AFB eligible military and civilian customers. The contractor shall provide management and administration of the installation's E&TS function on behalf of the installation's commander or designated representatives. For military and civilian education and training services, the commander's designated representative is the Commander, 78 Mission Support Squadron.

**1.0.3. Robins AFB Mission.** The mission of the Robins E&TS function is to equip the warfighter with the right capabilities when and where they are needed. To achieve the mission, the objective of the E&TS function shall be to "...Develop our workforce through enlightened leaders, technically proficient workers, and cooperative human relations...". In providing the E&TS function, the contractor shall ensure quality work performance in accordance with applicable guidelines, regulations and standards. Additionally, the contractor is expected to collaborate and partner with the Robins AFB community in continuously improving the quality and effectiveness of programs and services offered to customers.

**1.0.4. Requirement of Services.** The requirements of the E&TS function are defined herein by the four (4) service areas (including all appendices) described in the following sections 1.1 through 1.4 inclusive. The Robins AFB goal is to provide excellent education and training services to the customers. The contractor is required to provide an E&TS function that shall, as a minimum:

- Administer and manage the E&TS function
- Manage all education, training, and development programs comprising the E&TS function
- Assess and address education, career development, and training needs of eligible installation customers
- Review, develop, validate, revise, and manage courseware in a centralized library
- Deliver classroom academic and technical instruction
- Respond flexibly and proactively to changing service requirements, and prioritize activities to best accomplish base initiatives and mission and customer support
- Review, validate, prioritize, and process customers' education and training requests/requirements



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- Establish and update education and training plans
- Develop workforce developmental programs
- Establish and administer testing services
- Document and maintain education and training requirements, allocations, and student records updates
- Administer and manage all facilities, equipment, and property for the E&TS function
- Provide advice, information, customer service, and professional counseling
- Evaluate and recommend improvements to E&TS function's effectiveness
- Administer education and training information technology network and systems
- Administer education and training data, approved databases, and data management systems
- Monitor, measure, analyze, and continually improve E&TS function
- Provide and maintain qualified staff

**1.0.5. PBSOW Contents.** The details of the specific requirements and governing regulations (directives, instructions, and manuals) of the E&TS function are described in the following sections of this performance-based SOW, including all appendices. Estimates of the volumes of work associated with these tasks comprising the E&TS function are included in Appendix A, Workload Estimates. The contractor shall be responsible for providing the entire E&TS function in compliance with the terms, conditions, and applicable regulations that together define the requirements of the E&TS function.

## **1.1. MANAGEMENT AND ADMINISTRATION**

**1.1.1. General.** The contractor shall provide administration, management, and oversight of the overall installation's (Air Base Wing, air logistics center wings and staff offices, tenants, and geographically separated units (GSU)) E&TS function for Robins AFB customers. The E&TS function includes Air Force and Command policy implementation of education and training services for both military and civilian workforce; management and administration of installation-level programs of education, counseling, testing, and training for installation population, tenants, and geographically separated units; continuous assessment, analysis, and addressing of base educational and training needs; career, professional, and personal development programs; financial management of budgeting and corresponding allocations; education and training assessment and evaluation programs following Air Force standards; and participation in education and training planning. The contractor's E&TS function shall comply with the requirements of AFMCI 36-201, *Education and Training*, AFI 36-401, *Employee Training and Development*, AFI 36-601, *Air Force Civilian Career Program*, AFI 36-2201, *Air Force Training Program*, AFMAN 36-606, *Air Civilian Career Program Management*.

**1.1.2. E&TS Business Operations.** The contractor shall provide E&TS business operations that demonstrate sound financial and business management concepts for control, stewardship, flexibility, and best business practices. The contractor shall develop and submit for Government approval, implement, manage, and maintain/update a program management plan that utilizes an integrated management approach to address operating processes and systems for quality management and control, financial management, program organization and employee management, data and inventory management, contract administration, and business process improvement. Additionally, the plan shall include the description of selected metrics and their application as well as approaches for assuring continuous business performance improvement. [CDRL # A001]

**1.1.3. E&TS Administration.** The contractor's administration systems shall ensure that the requirements of the PBSOW including all modifications are identified, assigned, and tracked to Government acceptance. The contractor shall ensure quality work performance in accordance with requirements set forth in this PBSOW.

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**1.1.3.1. Education Services Function.** The contractor's education services function for military and civilian personnel shall provide high quality, effective educational opportunities, from learning basic skills through graduate level degrees; provide programs for Air Force tuition assistance (TA), academic, vocational, and professional testing services; and academic, vocational, and career advisement services.

**1.1.3.2. Training Services Function.** The contractor shall administer a broad range of training services primarily for both military and DoD civilian employees of the Robins AFB community. The contractor shall fulfill the duties and responsibilities of the installation training services manager (TSM) up to those tasks reserved for the inherently governmental staff.

**1.1.4. Contractor Services.** The contractor shall provide all services, equipment, tools, materials, and vehicles (except as specified in Appendix B, Government-Furnished Property) necessary to provide the administration, management, and operations of the E&TS function as defined in this PBSOW for Robins AFB, its tenant units, GSUs, and support for other off-base activities. Because much of the work in this PBSOW is typical in the commercial market, all work, services, and operations shall be performed to Government equivalent or higher commercial industry standards. The contractor shall ensure all work, services, and operations are in compliance with, federal, state, and local laws and regulations.

**1.1.5. Program Management.** The contractor shall provide a program/project management function for executing the E&TS function requirements as described in this PBSOW. The contractor shall provide a program manager who shall have the complete responsibility for the performance of the PBSOW. The contractor shall, through the program management function, ensure that all the requirements of the PBSOW are performed and monitored through completion and Government acceptance. The program management function shall provide, as a minimum:

- Management and oversight of all E&TS functions
- Quality control plan compliance in association with E&TS functions
- Correspondence/data/suspense management and tracking
- Support to the Commander's Action Line Program as required by the Government
- Support to the Air Force Innovative Development through Employee Awareness (IDEA) Program as required by the Government

**1.1.6. Meetings, Briefings, and Working Groups.** The contractor shall provide support in planning, scheduling, conducting, and attending briefings/meetings for the E&TS function and shall ensure contractor attendees are appropriate to the needs of the briefings/meetings. [CDRL # A00C]

**1.1.6.1. Performance Status Meetings (PSM).** The contractor shall provide performance and contract status meetings where the contractor shall present the overall E&TS program performance and progress against the specified contractual requirements as requested by the Government. [CDRL #A00D]

**1.1.6.2. Military Education and Training Working Group (METWG) and Civilian Training Working Group (CTWG).** The contractor shall co-chair these working groups with the E&T Chief or designated representative. These working groups are made up of wing and staff office training managers/monitors and representatives for the purpose of providing a forum to enhance communication with customers to foster the productive exchange and exploration of potential improvements in the E&TS function. This CTWG shall be conducted at a minimum of biennially (or as required by the FD) and the METWG shall be conducted at a minimum of quarterly (or as required by the 78 MSS Commander). In addition, the CTWG is the forum for the Annual Installation Training Plan (AITP) reviews and coordination prior to the AITP submittal to the E&T and Workforce Development (WD) Chiefs.

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**1.1.7. Contractor Services Feedback.** The contractor shall develop and maintain systems to evaluate feedback from customers on a routine basis, including the following:

**1.1.7.1. Organizational Customer Survey.** The contractor shall develop and conduct an organization customer survey semi-annually by functional area to measure the effectiveness of the contractor's performance in meeting PBSOW requirements. The contractor shall brief the results and proactive measures implemented to improve contractor customer service performance, based on the semi-annual customer surveys at the PSM. [CDRL # A002]

**1.1.7.2. Course Critique System.** The contractor shall establish and implement a system to accurately measure the course effectiveness in delivery and content application for all formal training, and a system to measure customer satisfaction with services provided by the contractor. The contractor shall utilize the systems and results to improve training and customer satisfaction. [CDRL # A003]

**1.1.7.3. Customer Feedback System.** The contractor shall establish and maintain a system to measure demographics and customers satisfaction for each service area. This system shall also include a customer feedback method that is readily available and easily accessible by the customer. Completed customer feedback will be collected directly by the Government from a central, Government-approved source.

**1.1.8. Financial Management.** Financial management is the process of determining valid training requirements, obtaining resources, and effectively and efficiently applying those resources to meet the Air Force mission. The contractor shall ensure effective planning, programming, and budgeting for all education and training requirements are captured and funded through accurate funding appropriations. This includes, but is not limited to developing an annual installation training plan (AITP), identifying unfunded training requirements, developing fiscal year spend plans/forecasts, and monitoring expenditures. The contractor's financial management of the E&TS function shall employ best business practices while responding to the financial reporting requirements of the Government. The contractor shall implement a funds management system that ensures all preparatory tasks are complete and error-free and require no action other than final execution by inherently governmental E&T staff. In cases of conflict with other Air Force instructions or policy directives, the funding propriety rules stated in AFI 65-601, Volume I, *Budget Guidance and Procedures*, take precedence. Contractor duties include but are not limited to:

- Administrating a fully developed, Government-approved invoice management plan that ensures accurate and verified invoices are provided to the Government within 10 calendar days of receipt.
- Assisting inherently governmental E&T Financial Resource Advisor as required, along with other appropriate staff offices, in accessing financial requirements
- Maintaining the Responsibility Center/Cost Center (RC/CC) code structure to administer the budget properly with accounting office(s) and other staff and operating organizations
- Receiving annual and quarterly training budget authorities from inherently government E&T RCCM
- Monitoring on a daily basis, utilizing established automated financial management programs, the execution of the annual and quarterly training budget authorities; and continually tracking accomplishments and problems
- Analyzing how changes, additions, or revisions to Air Force programs affect financial training requirements and advising inherently governmental E&T staff

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**1.1.8.1. Financial Plan (FP).** The contractor shall submit an E&T financial plan consistent with accomplishing Air Force education and training program objectives in accordance with OMB Circular A-11, AFPD 65-6, *Budget*, AFI 65-601, Volumes I & II, AFMAN 65-604, *Appropriation Symbols and Budget Codes*, Chapter 2 & 3, AFI 36-401, Chapter 2, AFMCI 36-201, Chapter 7. The contractor shall provide education and training internal (contractor requirements) and external (WR-ALC requirements) quarterly projections to be used for budget formulation and financial planning. [CDRL # A004] [CDRL # A005]

**1.1.8.2. Budget Execution.** The contractor shall: 1) execute the E&TS budget to ensure proper financial management; 2) compute and track expense and obligation authority; 3) input data into established accounting and finance systems on a daily basis, 4) reconcile accounts and invoices, and 5) provide daily monitoring. The contractor shall coordinate with training managers on approved E&TS training requirements and track funds associated with those requirements. The contractor shall notify the IG Financial Resources Advisor quarterly or any time obligation of funds reaches 80%. [CDRL # A005]

**1.1.8.3. Financial Database Systems.** The contractor shall ensure the timely collection and input of accurate data into Government management and information systems and databases that are critically fundamental to the management of E&TS funds. The contractor shall be responsible for accurately maintaining financial management data for all education and training through compliance with ETMS Web command policy and procedures as described in AFI 36-401, Chapter 2, AFMCI 36-201, Chapter 7, and AFI 65-601, Volumes I and II. The contractor shall utilize various Government financial management and education and training systems including but not limited to: Automated Business Service System (ABSS), Civilian Automated Training Input Program (CATNIP), Commanders' Resource Integration System (CRIS), and Education and Training Management System Web (ETMS Web). The contractor shall be responsible for: 1) the accuracy of all education and training requirement requests; 2) providing information on all training requests; and 3) processing and recommending for obligation all valid vendor training, civilian tuition assistance, and military tuition assistance through the use of the aforementioned financial management systems, up to the process of actual procurement by the inherently governmental staff.

**1.1.8.4. Air Force Automated Education Management System (AFAEMS) and AFAEMS Lite.** The contractor shall maintain the AFAEMS database to ensure currency of the financial data and shall extract statistical information. Contractor shall submit a quarterly report extracted from AFAEMS no later than five business days after the beginning of each fiscal quarter that provides a detailed accounting of enrollment data to include current status, degree completions, and all MilTA expenditures.

**1.1.8.5. Education and Training Management System (ETMS) Financial Data.** The contractor shall accurately maintain all financial data in ETMS associated with this E&TS function. The contractor shall utilize ETMS web to extract, collect, review, consolidate, and provide the E&T Chief "above steady state" training requirements, which are determined for mission areas (MA) and "steady state" training requirements, which are identified by the supervisor for functional area training requirements, in accordance with AFI 36-401, Chapter 3 and AFMCI 36-201, Chapter 8.

**1.1.8.6. Financial Reporting.** The contractor shall prepare a monthly status of funds report and forward to the IG Financial Resource Advisor and E&T Chief for review and approval. [CDRL # A006]

**1.1.9. Education and Training Technology Support.** The contractor shall administer the information technology (networks, computer systems, etc.) function for Robins AFB E&TS. The contractor shall obtain and control access to the AFAEMS, AF Virtual Education Center (AFVEC), and ETMS databases in the performance of the E&TS function. In accordance with AFI 33-112, *Computer Systems*

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*Management*, Chapter 12, provide installation, operational, and maintenance computer hardware and software support to include all personal computers, servers, fax machines, satellite receivers, switches, routers, printers, and other peripherals critical to proper function of Robins AFB E&TS technology systems. The contractor shall ensure compliance of desktops and servers to WR-ALC/IT policies and standards regarding acquisition, configuration management, information assurance, and sustainment. This compliance shall meet the objectives of the WR-ALC/CC letter, dated 23 February 2005 (included at Appendix C), to provide center-wide improvements in effectiveness and efficiency of our IT investments through centralized planning, strong governance, and management control over IT assets.

**1.1.9.1. Network Architecture.** The contractor shall maintain the operation of the E&TS LAN requirements. The contractor shall maintain the network architecture of the computer labs, including complete classroom configuration and cabling from the PC to the wiring closet and analyze, and implement methods to automate system updates, patches, and virus signatures. The contractor shall participate in the installation information technology management working group and comply with installation practices as well as with AF standards regarding hardware and software maintenance. [CDRL #A00C]

**1.1.9.2. Education and Training Services Website.** The contractor shall manage and maintain a secure, user friendly E&TS web page. The website must include hotlink and e-mail links from the website to education and training functional specialists, other RAFB personnel, and Air Force wide functions. The website shall allow customers to view schedules, course descriptions, the functional course catalog, program descriptions, answers to frequently asked questions, status of E&T actions, and activity and access links to reference materials and other sites useful to the E&TS customer. This website shall be current and accurate at all times, with website content updated within two business days of any changes. The contractor shall provide the FD within 5 business days after each quarter a written report on the comprehensive updates/changes made to the website during the quarter.

**1.1.9.3. Maintenance and Repair.** The contractor shall provide set up and maintenance of the E&TS personnel hardware, software, and peripherals. The contractor shall provide hardware and software support to end users; respond to end-user requests for support; interface with systems vendors regarding identified issues; and support E&TS staff with escalated customer related issues.

**1.1.10. Classroom Management.**

**1.1.10.1. Classroom and Scheduling.** The contractor shall develop and submit for Government approval, implement, manage, and maintain an effective and efficient classroom scheduling plan. The contractor shall schedule the usage of all classroom facilities belonging to the E&TS Function and those classrooms utilized for on/off-duty education. The contractor shall identify training prerequisites and suspense training allocations to the organizations for nominations and manage the allocation/nomination process to ensure actual attendance versus scheduled is accurate for reporting purposes. Contractor shall provide scheduling for Cotton Auditorium which shall be given priority for official functions for the general base population ahead of training. [CDRL # A007], [CDRL # A008], [CDRL# A009]

**1.1.10.2. Classroom Facilities and Services.** The contractor shall manage resources to ensure support facilities and services are maintained. Provide classroom support for courses provided locally by visiting instructors, local Government/Robins instructors; ensure that required classroom equipment is available and safely and properly operating for classes conducted; ensure that classroom and laboratory environment (heating/air conditioning) is operating normally for conducting classes; and ensure that classrooms and furnishings match the number of students being trained.

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**1.1.10.3. Classroom Maintenance and Support.** The contractor shall prepare classroom and laboratory support (including but not limited to the set up of computers, chairs, tables, instructional materials, and tools) for each course within the E&TS facilities to include any location where local instruction is conducted. The contractor shall: provide classroom configuration and preparation specific to the course taught or event conducted; ensure that training materials including supplies and aids are up-to-date, legible, and available for all students; provide classroom inspections before and after use to ensure they are free of debris and properly arranged for follow-on use; conduct an end-of-class day security check of all classrooms managed by the E&TS, and document accordingly; ensure that classrooms and furnishings as well as student materials and training aids match the number of students being trained, are available, and operational. Current facilities are identified in Appendix B, Government-Furnished Property. The contractor shall provide a report in Government approved format of utilization rates for each classroom on a monthly basis to the Government and brief data to the FD during the PSM. [CDRL #A00A]

**1.1.11. Customer Service Program.** The contractor shall develop and submit for Government approval, implement, manage, and maintain a comprehensive, customer service program for the entire installation's E&TS function as defined in this PBSOW. This plan shall demonstrate the contractor's proactive approach to providing customer service to all eligible users and higher headquarters, defining methods the contractor intends to utilize to facilitate receipt and processing of customer requests. This plan shall also address effectiveness and efficiency of customer interface to include promptness, timeliness, completeness, accuracy, and courteousness of contractor response. [CDRL #A00B]

**1.1.11.1. Customer Resource Center.** The contractor shall provide a convenient, effective, and user-friendly customer self-help capability. As a minimum, the resource center shall include catalogs from local area colleges, universities, specialized schools, and other organizations offering mission-oriented training courses. In addition, the contractor shall include an up-to-date description of the Government-sponsored programs available to civilian and military personnel to enhance both professional and personal development.

**1.1.11.2. Education and Training Opportunities.** The contractor shall develop, implement, and maintain an aggressive, comprehensive marketing plan that will provide timely and effective dissemination of information covering education and training opportunities to all civilian and military personnel at Robins AFB, WR-ALC, GSUs, and any organizations eligible for the installation's E&TS. Methods used to publicize information shall be clear, have maximum visibility, and direct customers to sources of additional information. The contractor shall provide and maintain a consolidated catalog or brochure, which covers E&TS programs conducted on Robins AFB, which the contractor shall update annually. In addition, the contractor shall ensure that military and civilian supervisors and unit training managers (UTMs) are informed of current E&TS opportunities and requirements.

**1.1.12. Education and Training Management System (ETMS).** The contractor shall manage and administer access to ETMS and designate a site administrator for ETMS. The site administrator shall be the prime focal point for customer ETMS questions and system problems. The contractor shall provide authorized users electronic access to this system and other on-line management information systems and databases managed, administered, and/or controlled by the contractor. The contractor shall implement and maintain a training program for all system users; provide training on using and updating of ETMS, activating programs to download data from ETMS and uploading to personnel data systems, and transferring data to other Government systems. Contractor shall develop and use quality control procedures to ensure all training managers/monitors, supervisors, and other users are proficient in the system; report on usage of Individual Development Plans (IDPs); maintain the local course catalog; coordinate and disseminate updates from MAJCOM (major command) to training managers/monitors; and resolve customer problems. The contractor shall develop, distribute and maintain user's guides and provide training for user access to the ETMS on-line system and databases. The contractor's site

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administrator shall coordinate with MAJCOM and provide training managers/monitors with requested queries/reports. The contractor shall also ensure that classroom facility information is maintained and up-to-date in ETMS. Contractor shall comply with AFMCI 36-201, Chapter 8, for ETMS administration and management.

**1.1.13. Information Management Support.** The contractor shall perform tasks required to support E&TS information management including records update, file maintenance and disposition, and correspondence management in accordance with AFI 33-322, *Records Management Program*, Paragraph 9; update Education and Training records in accordance with AFI 36-2305, *Educational Classification and Coding Procedures*, Paragraphs 1.4 and 3.2, and AFI 36-401, Chapter 1.9, following course enrollment, withdrawal, and successful completion and verification of training; provide certificates of course completion to students for local training; process military enrollments through Air Force Automated Education Management System (AFAEMS), and Personnel Concepts III (PCIII) computer system, or equivalent. Market education center programs to base personnel via the mass distribution systems, including electronic mail, base bulletin, and base newspaper, weekly; process actions and ensure responses meet established deadlines; and comply with AFI 33-332, *Air Force Privacy Act Program*, Paragraph 5, for the handling of all Privacy Act information.

**1.1.13.1. Libraries.** The contractor shall establish, administer, and maintain a master library for E&TS course control documents (for courseware management as defined in PBSOW Paragraph 1.3.5.2) and reference materials and on-site libraries for each functional area where training is conducted. The contractor shall ensure that course control, instructional materials, and other data remain current and up-to-date. The contractor shall maintain master copies of such data to prevent inadvertent changes or destruction in the master library. The contractor shall post and maintain office reference resources in service and functional areas to include college catalogs, technical reference materials, accurate and up-to-date course control documents, and technical orders (TO) for weapons systems for which WR-ALC has depot maintenance training responsibilities. Semi-annual inventories shall be conducted for all libraries, with written results available for review.

**1.1.14. Manage Education And Training Data.** The contractor shall provide monitoring of all E&TS transactions in the automated personnel data system including mandatory CDC transactions, Veteran's Affairs (VA) codes, tuition assistance enrollments, PME enrollments, CCAF progression, DANTES participation, training line numbers, training quotas, and educational levels to ensure accuracy and coordinate updates. The contractor shall utilize the Air Force Automated Education Management System (AFAEMS) to prepare and update education services reports. The contractor shall utilize ETMS Web to manage and maintain education and training data. The contractor shall, as a minimum; ensure current and accurate individual education and training student data is entered by the contractor in the automated personnel data system for civilian personnel.

**1.1.14.1. Education and Training Attendance.** The contractor shall ensure all classes provided to Robins AFB military and civilian personnel have the required documentation for attendance. A copy of documentation of attendance shall be forwarded to the organizational training managers for all attendees within five business days of class completion. For classes that have a specific attendance documentation process, such as DAU, AFIT, etc., these processes shall be followed. For classes (formal courses, formal/instructional briefings, workshops, etc.) that do not have specific attendance documentation requirements, an AF Form 1151, *Training Attendance and Rating*, will be used to document attendance.

**1.1.14.2. Education and Training Updates.** The contractor shall provide individual education and training data updates for civilian personnel when ETMS and/or Department of Defense Civilian Personnel Data System (DCPDS) or equivalent does not electronically transfers the data and shall ensure the manual update process is compliant with AFMCI 36-201, Chapter 8 and AFI 36-401, Chapter 1.9. The contractor



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shall enter all completions for training provided through classes, formal/instructional briefings, workshops, conferences, seminars, etc., into the appropriate education and training and automated personnel data systems within two (2) business days of completion. This includes, but is not limited to, training for Robins AFB civilian and military personnel provided by the contractor, vendors, other Government agencies, and Robins organizations, or as determined by the FD.

**1.1.15. Evaluating Education and Training.** The contractor shall develop and implement a program for evaluating the effectiveness of the education and training function in meeting its objectives. Comply with evaluation guidance in AFI 36-401, Chapter 3, AFI 36-2201, Volume 1, AFI 36-2306, *Military Education Services Program*, Paragraph 2.3, AFMAN 36-2234, Chapter 8, AFH 36-2235, Volume 11, and AFMCI 21-108, Chapter 2. [CDRL # A002]

## **1.2. MILITARY EDUCATION AND TRAINING SERVICES**

**1.2.1. General.** The contractor shall establish, manage, and conduct Military Education Services, Formal Military Training programs, Enlisted Specialty Training programs, Assessment and Counseling services and programs, Testing Services, and all screening and evaluation services for Robins AFB eligible customers. The contractor shall comply with AFI 36-2306, Paragraph 3, and AFMCI 36-201, Chapter 3 and 4, as well as Defense Activity for Non-Traditional Education Support (DANTES) Examination Handouts for testing services. The customer base is limited to military personnel serving on active duty, dependents of active duty military with valid ID card, and personnel retired from military service. Military Air National Guards and Reservists assigned to active duty for over 180 days are also eligible customers.

**1.2.2. Military Education Services.** The contractor shall establish and manage the Air Force and Department of Defense (DoD) voluntary education services program for eligible customers to ensure that serviced personnel are aware of and afforded maximum opportunity to take advantage of available educational opportunities and Government financial assistance. The contractor shall implement USAF, MAJCOM, and installation policies governing the voluntary education services programs for military personnel as specified below. The Military Education Services program shall include staff servicing the installation customers (including tenants and geographically separated units), advisement and counseling services, degree programs, Veterans Affairs and other financial aid programs, outreach, and overall program evaluation.

**1.2.3. Military Education Services Program Management.** The contractor shall serve as the Education Services Manager (ESM) and the installation's focal point and liaison (except for those duties reserved as inherently governmental) between Robins' serviced personnel and the educational institutions and the Government agencies including the AF Air University, AF Institute of Advanced Distributed Learning (AFIADL), AF Institute of Technology (AFIT), AF Personnel Center (AFPC), College of Enlisted Professional Military Education (CEPME), Community College of the Air Force (CCAF), Council on Post-Secondary Accreditation (COPA) Office Department of Education, Veterans Administration, and other MAJCOMs, HQs, accrediting associations, colleges and universities. The contractor shall establish, manage, and maintain a current military education services program that meets the objectives and standards in accordance with AFI 36-2306, Paragraph 3, the *Education Services Manual* (which supplements AFI 36-2306), and AFMCI 36-201; continuously ensure that the voluntary military education services program meets the objectives and standards required.

**1.2.4. Military Education Services Administration.** The contractor shall perform administration functions to support Military Education Services to include, but not limited to, planning, assessment and evaluation, occupational analysis, scheduling, database and records management. Administration tasks include but are not limited to the following:



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**1.2.4.1. Education Services Strategic Plan.** The military education services program shall be aligned with the installation's goals and objectives as described in the education services strategic plan. [CDRL # A00F]

**1.2.4.2. Program Assessment and Evaluation.** The contractor shall survey education sources annually to determine success of the Robins AFB military education and training services in meeting defined criteria in the Education Assessment Program in AFI 36-2306, Attachment 2. The contractor's assessment and evaluation shall address, as a minimum, customer service, student preparation, evaluation and placement, faculty, instructional and library resources, program development and delivery, program management and leadership, program planning and student services. Submit survey results, as required, in requested format to the Education Services Officer for final processing.

**1.2.4.2.1. Base Education Needs Assessment Survey and Plan.** The contractor shall conduct a formal needs assessment of Robins AFB voluntary educational interests triennially, or when a major change occurs in customer demographics, in accordance with AFI 36-2306, Paragraph 2.3.3, and guidance from the ESO. Consolidating and analyzing survey results, the contractor shall establish, update and publish the Base Education Needs Assessment Plan every three years, if major population changes occur, or as directed by AFMC, to meet the requirements of AFI 36-2306, Paragraph 2.3.4. The contractor shall submit the final plan to the ESO for approval no later than 01 September 2008. [CDRL # A00G]

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**1.2.4.3. On-Base College Programs.** The on-base college programs currently comprise six (6) colleges and universities who have entered into Memoranda of Understanding (MOU) with the Air Force to provide education opportunities for the Robins military and civilian workforce that support the Air Force mission at Robins. The six schools currently provide approximately 17 undergraduate and 10 graduate degree programs. The contractor shall provide assistance and support to the Government in the management and operations of the on-base college programs by ensuring, the following requirements are met.

**1.2.4.3.1. Degrees/Course Schedules.** The contractor shall be responsible for the assessment and proposal for on-base educational providers' course schedule to support Robins' college programs. The contractor shall coordinate and provide support to the on-base educational providers in the development of "lunch-time" and evening course schedules for on-base colleges; and de-conflicting and troubleshooting classroom problems as necessary. [CDRL # A00H]

**1.2.4.3.2. Memoranda of Understanding (MOU).** The contractor shall assist in maintaining and executing all operational plans in accordance with MOU. In coordination with the ESO, meetings shall be conducted with on-base educational providers and other agencies to ensure compliance with all provisions of the MOU including the assessment program.

**1.2.4.4. Awards.** Through higher headquarters nomination call and/or request of the Government, the contractor shall provide administrative and clerical support to complete final award nomination packages within established suspense timeline in accordance with AFI 36-2819 and 78<sup>th</sup> Mission Support Group (MSG) Military Awards and Decorations Guide. These awards include, but are not limited to: the Nathan Altschuler Award for Excellence in Education Programs, the Air Force Education and Training Manager (ETM) Award, the Air Force Personnel Testing Achievement Award, and the General Horace M. Wade Innovation Award. The contractor shall manage and administer the Training Manager of the Year Award.

**1.2.4.5. Military Education Services Program Outreach Marketing.** The contractor shall, as a minimum, employ marketing techniques required to reach target audiences for all programs; including preparing and sending announcements to base newspaper and electronic bulletin boards; and sending

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base-wide e-mails and other advertisement methods to fully utilize available venues to ensure the widest dissemination of education services information. Additionally, the contractor shall develop briefings and advertise programs available to customers; present briefings and answer questions in various forums to include Newcomer's Orientation, to serviced units/organizations when requested; in support of regional AF recruiting activities.

**1.2.4.6. Military Education Services Database and Records Management.** The contractor shall manage the AFAEMS database to meet the requirements identified in the AFAEMS Manual, AFI 36-2306, Paragraph 5, and the *Air Force Education Services Manual*. The contractor shall ensure that AFAEMS is utilized for, but not limited to, the administration of military tuition assistance programs, CCAF transactions, test scheduling and inventorying, counseling entries and out-processing of military personnel. The contractor shall create and maintain education records currency for military personnel, ensuring full compliance with Privacy Act. The contractor shall process military enrollments; review transcripts and update active duty enlisted personnel education levels in MilPDS and/or approved automated training management system(s) within 5 business days of receipt of official transcript; and also provide support to officers in updating education levels by providing contact information to the officer. [CDRL # A00J]

**1.2.5. Education Services Degree Programs.** The contractor shall establish and manage these programs to perform advisement on the programs, ensure student eligibility for programs, manage student records, support and coordinate with applicable schools, reach out to student customers through various media, conduct graduation ceremonies, and maintain updated programs. The programs include, but are not limited to, the following.

**1.2.5.1. Advanced Academic Degree Program (AADP).** The contractor shall administer the AAD program for all AF active duty line officers in the grade of lieutenant colonel and below in order to meet the requirements of the annual guidance provided by the AF Requirements Board and HQ AFMC/DPE. This program is available through AFIT in accordance with AFI 36-2302, *Professional Development*, Chapter 1.

**1.2.5.2. Intermediate Development Education (IDE) (formerly known as Air Command and Staff College (ACSC) and Seminar) and Senior Development Education (SDE) (formerly known as Air War College (AWC) and Seminar).** The contractor shall advise military officers and DoD civilian equivalents, enroll students, provide guidance, respond to queries, and determine senior leader and senior ranking officer; conduct seminar orientation and provide documentation to IDE and SDE, and arrange for live broadcasts, distribute seminar information, administer exams, and process academic de-enrollments. Host PME staff assistance visits (SAVs).

**1.2.5.3. IDE, SDE, and Basic Development Education (BDE) (formerly know as Squadron Officer School (SOS)) Correspondence Programs.** The contractor shall advise enrollee; complete enrollment forms, and send to Air University, Air Force Institute for Advanced Distributive Learning (AFIADL); and work with agency to resolve questions or discrepancies. Shall administer the AFIADL correspondence course program in accordance with AFI 36-2201, Volume 4, *Managing Advanced Distributed Learning*.

**1.2.5.4. Air Force Commissioning Programs.** The contractor shall, in accordance with AFI 36-2013, *Officer Training School (OTS) and Airmen Commissioning Programs*, Chapter 4, advise customers, explain program requirements, provide forms, provide support with preparation of application packages, and send applications for the following programs: 1) Airman Education and Commissioning Program/Professional Officers Course (AECOP/POC), 2) Air Force Reserve Officer Training Corps (AFROTC), 3) Leaders Encouraging Airmen Development (LEAD) Phase I and Phase II (Scholarships to Outstanding Airmen for ROTC [SOAR]), 4) United States Air Force Academy and United States Air

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Force Academy Preparatory School, and 5) Officer Training School (OTS) programs. Additionally, the contractor shall assign assignment availability codes (AAC), administer the selection process as required by the individual commissioning program, and advise individuals of other commissioning programs to include the Direct Appointment Programs (Medical and Physicians Assistant) and points of contact.

**1.2.5.5. Air Force Educational Leave of Absence Program (AFELA) (Formerly Operation Bootstrap).** The contractor shall administer the AFELA program to meet the requirements of AFI 36-2306, Chapter 10 and AFELA Policy No 2002-09.1.6.5, and support military members, Squadron Commanders, and Military Personnel Flight (MPF) in administering the program. Contractor shall perform academic evaluation, advise customer, determine eligibility, provide support with the processing of AF Form 204, *Permissive TDY Request Operation Bootstrap "AFELA Request"*, and submit to commanders with recommendation for approval or disapproval. The contractor shall forward application to AFPC if necessary; advertise the program, interface with colleges on questions of education plans and courses, and maintain database. The contractor shall verify and assign AAC. Upon approval, monitor student academic progress during leave of absence and upon completion of coursework, ensure academic achievement levels are updated within 5 days of receipt of official transcript.

**1.2.5.6. Air Force Institute of Technology (AFIT).** The contractor shall in accordance with AFI 36-2013, Paragraph 2.4.3, advise officers on program requirements for AFIT programs; advertise and administer AFIT programs to customer base; and interface with responsible AFIT staff members on customer inquiries.

**1.2.5.7. Community College of the Air Force (CCAF).** The contractor shall administer for enlisted personnel in accordance with AFI 36-2304, *Community College of the Air Force*, Section 5, and the CCAF Catalog; act as a liaison between the college and the student, counsel students on the degree requirements, recommend courses, complete required documentation, and interface with CCAF, AF Air University for all Air Force enlisted customers. Contractor shall conduct follow-up advisement to ensure program is meeting individual's needs; coordinate course schedules with on-base academic institutions and refer to CCAF Catalog and CCAF Handbook for additional guidance. The contractor shall schedule and counsel personnel on the CCAF program, prepare AF Form 968, *CCAF Registration Application*, and submit required documentation to CCAF for evaluation and preparation of CCAF progress report or transcript. Shall establish and maintain suspense of requested documentation for scheduling of follow-up on CCAF registration, evaluate requested documentation, and provide personnel with information relative to availability of testing and college courses for completion of CCAF degree requirements. Contractor shall process DD Form 295, *Application for the Evaluation of the Education of Learning Experiences During Military Service*, during military services; plan, coordinate through the ESO, direct, and administer the annual CCAF graduation ceremony. Contractor shall identify and counsel CCAF graduates of eligibility for the Aerospace Eagle Grant Pitzenbarger Program to pursue an advanced degree through a competitive process, and forward the names of the recommended recipients to the E&T Chief and provide support to eligible candidates with preparation and submission of application packages. Contractor shall ensure degree completion is updated within five (5) business days of receipt of official transcript.

**1.2.5.8. Education Deferment Program.** The contractor shall determine customer eligibility for Code 52 deferment. The contractor shall complete documentation, update student record and submit for AAC updating in MiLPDS or equivalent. The contractor shall evaluate requests for educational deferment, verifying basic eligibility and completeness of application letter and forward to the ESO for approval prior to providing the request to 78 MSS/DPM. The contractor shall monitor students' academic progress during the period of deferment and upon degree completion, ensure academic education levels are updated within 5 business days of receipt of official transcript.

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**1.2.5.9. Military Tuition Assistance (MilTA) Program.** The contractor shall inform customers of the requirements of the Air Force Military Tuition Assistance Program for the off-duty voluntary education program in accordance with AFI 36-2306, Chapter 5, DoDI 1322.8, DoDI 1322.25, Air Force Policy Letters as prescribed for MilTA in AFAEMS Resources Section, AF Education Services Manual and DODMFR Volume 7A, Chapter 50, DFAS DEM 7073-1, Chapter 69 for debts. The customer base for Military TA is composed of Air Force active duty personnel, Air National Guard, and Air Force Reservists currently assigned to Robins and on active duty. Contractor shall ensure MilTA is provided to eligible clients only. The contractor shall check all AF Forms related to MilTA program for completeness and accuracy and make necessary corrections and process forms (with a copy to the student) to the school/institution for disposition. Contractor shall provide guidance to ensure the student understands MilTA procedures, policies, and guidelines. Contractor shall ensure student is made aware of his/her responsibility to adhere to the procedures, policies, and guidelines and executes a written acknowledgement signed by the student.

**1.2.5.9.1. MilTA Invoicing.** The contractor shall ensure the official copy of the AF Form 1227, *Authority for Tuition Assistance Education Services Program*, and AF Form 63, *Officer/Airmen Active Duty Service Commitment (ADSC) Counseling Statement*, (for officers only) is on file at the Base Education Office; the Air Force Personnel Center receives copies of all MilTA commitments for officer enrollments; and invoices for each AF Form 1227 executed are paid 30 days after the course ending date. If the school/institution does not voluntarily invoice the USAF, it is the responsibility of the contractor to obtain the invoice from the school/institution. The contractor shall ensure that all Military Tuition Assistance payments are properly certified and invoiced to the ESO within 60 days after the end of the fiscal year in which they were executed. For late payments, ensure the ESO approves the late payment.

**1.2.5.9.2. MilTA Grades, Reimbursements, Waivers.** The contractor shall ensure that grades are posted for all MilTA-funded courses within 45 days of the course completion date. The grades shall be obtained directly from the school registrar or from official student transcripts. The contractor shall ensure all non-successful grades (failure (F), withdrawal (W), and incomplete (I), unsatisfactory (U), and D (graduate courses only) are submitted to ESO with a recommended reimbursement decision. Reimbursements must be executed within 60 days of the course ending date. All Waivers of Reimbursement and Involuntary Military Tuition Assistance (DD Forms 139, *Pay Adjustment Authorization*) must be approved by the ESO. The contractor will be responsible for providing the ESO with justification and recommendations for all waivers of payments and justification for all involuntary payroll deduction actions. Contractor shall be fully responsible for managing and executing collection process and maintaining verifiable records of all actions.

**1.2.5.10. Other Financial Aid.** The contractor shall administer and support established scholarship programs, determine customer qualifications for these programs, advise qualified customers on available financial aid programs, including scholarships, PELL grants, and federal loans.

**1.2.5.11. Professional Counseling Program.** The contractor shall perform effective assessment and counseling on all education and training services and programs in accordance with AFI 36-2201, Volume 2, Paragraph 1.4.7., and AFI 36-2301, Paragraphs 3.2., and 3.3.; provide professional guidance counseling to eligible military personnel, adult family members, and military retirees on the features and requirements of the Air Force Education Services programs. Contractor shall develop, assess, and analyze client academic history using professional counseling methods; and provide counsel to clients for determining academic and career goals, methods of attaining those goals, and methods of obtaining and utilizing all financial benefits. Contractor shall provide advisement on available services and programs to include but not be limited to: 1) local (both resident center and the surrounding community) course offerings; 2) CCAF; 3) Veterans' Administration (VA) programs; 4) commissioning programs; 5) Professional Military Education (PME); 6) AFIT. Other opportunities include: 1) Ira C. Eaker College

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for Professional Development; 2) College of Aerospace Doctrine, Research and Education; 3) School of Advanced Air and Space Studies; 4) The Department of Defense Education Activity; 5) Troops to Teachers; 6) Officer Language Immersion Training Opportunities; and 7) American Council on Education (ACE). Additionally available programs include: local and national certificate, undergraduate, and graduate degree programs, to include distance and computer-based learning opportunities. The contractor shall perform services that include: researching programs and providing course information on new and existing programs, both off-base and on-base, of interest to the customer base; evaluating individual's military training to determine applicability for degree programs and advising customer on earning college credits for military training; completing required forms and advising customer on school selection and comparison testing programs; interfacing with colleges, universities, and other schools on behalf of customer with specific questions or needs; providing registration, and tracking enrollments. The contractor shall provide information for ordering transcripts from colleges and universities, DD Form 295, *Application for the Evaluation of Learning Experiences during Military Service*, and required source documents and guidance on identifying military training that will earn college credit.

**1.2.5.12. Veterans Administration (VA) Programs.** The contractor shall serve as a liaison with the applicable Department of Veterans Affairs regional office, and in accordance with AFI 36-2306, Chapter 6, contact and advise any eligible customer on benefits and changes in benefits to the VA educational benefits programs to include but not limited to Montgomery GI Bill, VEAP, VA Top-Up, and Loan Forgiveness program. The contractor shall provide information on conversion from one program to another, order handouts, and make referrals, and provide support with completion of the necessary forms and update applicable veteran education codes in MilPDS. The contractor shall determine individuals participation status in VA programs, review the MPF Unit Personnel Record Group, determine eligibility, and, when necessary, contact individuals for updating of personnel records as required; provide pre-separation briefings to personnel; provide VA Forms; advise and provide support to personnel in preparation of required VA forms.

**1.2.6. Enlisted Specialty Training (EST).** The contractor shall serve as the military enlisted specialty training officer of primary responsibility (OPR) (up to those duties inherently governmental in nature), for Robins AFB and all units serviced by MPF to include geographically separated units (GSU) in compliance with the requirements of AFI 36-2201, Volume 3, as well as local guidance in order to ensure that enlisted military members obtain and maintain proficiency training in their respective career fields and assigned duty positions.

**1.2.6.1. Enlisted Specialty OJT Program Management.** The contractor shall provide a comprehensive enlisted on-the-job training program including consultation services to all units with military members to include reservists (Individual Mobilization Augmentee (IMAs)) in formal upgrade training programs. The contractor's program management shall support customers in developing effective OJT planning, scheduling, managing, evaluating, and documenting functions that support unit operations, mission priorities, and Career Field Education and Training Plan (CFETP) requirements, and shall manage all ancillary training programs and career development transactions. The contractor shall produce and analyze training reports, manage training data, manage all mandatory upgrade training requirements, monitor completions of the Air Force Training Course (AFTC), support offices of primary responsibility (OPRs) in administering surveys, and conduct annual screenings. The contractor shall provide a comprehensive program with semiannual self-monitoring, at a minimum, to ensure that the program continues to meet the needs of the enlisted military customers. The contractor shall analyze and document the results of the self-monitoring and include the results in program reviews. Contractor shall conduct staff assistance visits (SAVs) for all serviced units (both on site and GSU) every 18 months to evaluate the effectiveness and quality of enlisted military training at Robins AFB-serviced units in accordance with AFI 36-2201, Chapter 4. Additional SAVs shall be conducted when requested by unit commanders, or when trends and/or deficiencies warrant the need. [CDRL # A00K]

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**1.2.6.2. Enlisted Specialty Training (EST) Program Administration.** The contractor shall perform administrative functions to support the EST program to include, but not limited to personnel data maintenance, training update, policy and guidance coordination, and UTM Meetings.

**1.2.6.2.1. Personnel Data Maintenance and AF Training Updates.** Contractor shall update the Military personnel data system (MilPDS) within three duty days, when customer inquiries reveal updates are needed. The contractor shall monitor and document Air Force Training Course completions in MilPDS or equivalent and schedule all newly assigned UTMs and ADTMs to attend the *AFTC Instructor Seminar*.

**1.2.6.2.2. Program Policy and Guidance Coordination.** Contractor shall disseminate and implement the OJT policy and program changes upon receipt. Contractor shall work to resolve policy misunderstandings, conflicts, and disputes between supported units, installation commanders, and/or MAJCOM training managers; review base level and unit-level training publications, supplements, and operating instructions for adequacy and compliance with established policies, and provide quarterly briefings covering overall status of base OJT program to wing commanders; and coordinate the documents for approval with the approval authority designated by the applicable unit or organization.

**1.2.6.2.3. UTM Meetings.** The contractor shall conduct UTM meetings on a quarterly basis in accordance with AFI 36-2201, Volume 3, Paragraph 3.1.1. Additionally, the contractor shall conduct UTM meetings as specially called by the 78 MSS commander or his/her designated representative. The contractor shall record, publish, and distribute minutes for all UTM meetings. Contractor shall submit minutes no later than five (5) business days following the meeting to the Education and Training Chief.  
[CDRL # A00C]

**1.2.6.3. Assessments, Reports, Surveys, and Analysis.** The contractor shall manage the EST assessment, reporting, and survey process to ensure program effectiveness and compliance. Contractor shall ensure all data is accurate prior to processing and/or presenting.

**1.2.6.3.1. Assessments.** The contractor shall ensure unit UTMs conduct screening and accurately complete the annual assessment report prior to forwarding to the Enlisted Specialty Training office. The contractor shall maintain the reports in UTM file.

**1.2.6.3.2. Reports.** The contractor shall develop and maintain current statistical data on all units serviced. Data shall be analyzed for trends in efficiency and effectiveness of training. When trends indicate corrective actions are needed, contractor shall coordinate the corrective actions between units involved and training support agencies. [CDRL # A00L]

**1.2.6.3.3. Surveys.** The contractor shall process and follow-up with recipient all specialty training evaluation and occupational surveys upon receipt as required by the survey originator, including Air Force Occupational Measurement Squadron (AFOMS) and various Air Force technical schools. The contractor shall account for the disposition of all survey forms to the survey OPR.

**1.2.6.3.4. Analysis.** The contractor shall support the AF Occupational Measurement Squadron at Randolph AFB, TX in collecting data used to analyze military training for selected occupations. The contractor shall distribute surveys, set suspenses, collect responses, and process results in accordance with guidance from the E&T Chief.

**1.2.6.4. Career Development Course Program Management.** The contractor shall monitor all mandatory career development course (CDC) transactions entered into PC-III to ensure accuracy. The



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contractor shall coordinate necessary corrective actions and order CDC materials for valid requirements at least every two duty days, as a minimum frequency. The contractor shall provide OJT rosters, update training status code (TSC) changes, order CDCs, and perform other PC-III support actions; monitor the transaction registers (TRs) to identify and coordinate training actions requiring updates. Contractor shall manage all mandatory upgrade training and process exceptions to policy and TSC actions for personnel in upgrade training; review and recommend approval/disapproval for reactivations, reenrollments, extensions, and waivers of CDCs in accordance with AFI 36-2201, Volume 3, Air Force Training Program and On the Job Training Administration, Attachment 4. Contractor shall ensure timely and accurate personnel records; review AFSC withdrawals and process waivers as required in accordance with AFI 36-2101, *Classifying Military Personnel (Officers and Enlisted)*, Chapter 4; review, recommend, and coordinate with responsible MPF agencies on all failures to progress, and training status code "T". TSC "T" shall be processed in accordance with AFI 36-2201, Table A4.1 and table notes.

**1.2.7. Formal Military Training.** The contractor shall serve as base training focal point and manage and administer all officer and enlisted formal military training programs. The contractor shall develop and submit for Government approval, implement, operate, and administer a formal military training program management plan that includes as a minimum, the following required tasks: conducting an annual formal military training survey, processing all formal training requests (to include out-of-cycle) and quotas, locating formal training course announcements in accordance with AFI 36-2201, Volume 1, Paragraph 3.3., and advising and providing guidance and assistance to military and DoD civilian customers. Additionally, this plan shall include detailed processes that define procedures for conducting competitive selection boards and programs. [CDRL # A00M]

**1.2.7.1. Formal Military Training Services Administration.** Contractor shall be responsible for ordering and distributing handouts, making referrals, enrolling students, ensuring qualifications and eligibility requirements are met, processing and managing allocations and quotas, ensuring allocations are filled or unused allocations are returned, ensuring all actions meet established and/or required suspense dates, publishing TDY orders and amendments for all formal military training as required and forwarding to individual 3 or more business days prior to departure date, processing cancellation/deferment requests when received and conducting substitution actions as needed. The contractor personnel working in coordination with commanders, orderly rooms, unit training managers, first sergeants, and individuals shall ensure all interested parties are kept up to date of all events and processes to mitigate the occurrence of "no-shows" in all formal military training courses; ensuring required service retainability (enlisted) or active duty service commitment (ADSC) is obtained prior to individual attending school/training course in accordance with AFI 36-2107, *Active Duty Service Commitments*, Chapter 1, or other established guidance. Contractor shall be responsible for establishing and maintaining current training records (both paper copy and MilPDS or equivalent as required) and updating records completion of formal training courses.

**1.2.7.1.1. Annual Formal Military Training Survey.** The contractor shall conduct an annual training survey to determine local training needs as requested by MAJCOM or local Government direction. Contractor shall suspense UTMs for all serviced organizations for survey input and provide survey results in a final report to the E&T Chief by the established suspense date. [CDRL # A00N]

**1.2.7.1.2. Formal Military Skills Training Programs.** Contractor shall fully process applications in accordance with AFI 36-2205, *Applying for Flying Training, Air Battle Manager, and Astronaut Programs*, Chapters 1 & 2, and AFH 33-337, *The Tongue and Quill*, for Undergraduate Flying, Training, Air Battle Manager, and USAF Astronaut Programs. Additionally, contractor shall fully process applications for the Fighter Crossflow Selection Program and the Test Pilot Program.

**1.2.7.1.3. Professional Military Education (PME) Program Management.** The contractor shall serve

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as base training focal point and manage and administer all PME programs (both resident and non-resident as applicable) in accordance with AFI 36-2301, *Professional Military Education*, Section A, B and C, and the ESO to include, but not be limited to the following programs: Officer Professional Military Education (OPME) to include Aerospace Basic Course (ASBC), Basic Development Education (BDE), Intermediate Development Education (IDE), Enlisted Professional Military Education (EPME) to include Airman Leadership School (ALS), Non-Commissioned Officer Academy (NCOA), and Air Force Senior Non-Commissioned Officer Academy (AFSNCOA). In support of ALS, contractor shall provide an ALS eligibility list to 78 MSS on the first of each month and in support of the NCOA, contractor shall provide an attendance roster for 78 MSS three days prior to the start of each class. [CDRL # A00S]

**1.2.7.1.4. AF Commissioning Programs.** The contractor shall process applications for all Air Force Commissioning Programs, receive selection list, inform commander and nominee of selection or denial, and process TDY orders and amendments, as required.

**1.2.7.1.5. 7-Level Craftsman Course.** The contractor shall administer the 7-Level Craftsman Course program to meet the requirements identified in AFI 36-2201, Volume 3, Chapter 9. The contractor shall distribute, track, and conduct follow-up actions for quota allocations received through the automated Oracle Training Administrator (OTA) to ensure the quota allocation confirmation suspense date is met and no quota allocation is unfilled. The contractor shall establish the required suspense and forward the allocation to the UTM. TDY orders shall be forwarded to individuals not later than 14 calendar days prior to departure date. The contractor shall provide cancellation, deferment, or substitution requests to the Base Training Manager for validation.

**1.2.7.1.6. Special Training Program Initiatives.** The contractor shall administer Special Training Program Initiatives. Special Training program initiatives include but are not limited to all available fellowship programs, Executive Leadership Development Program (ELDP), and National Defense University programs.

**1.2.7.1.7. Formal Military Training Related Selection Boards.** The contractor shall provide support to the E&T Chief or designated POC in establishing, monitoring, and reporting recommendations of nomination and selection boards, in accordance with Air Force and MAJCOM regulatory guidance, Military Personnel Flight Memoranda (MPFMs), Messages, and the policies and procedures approved by the WR-ALC, 78 ABW Commanders, and local guidance of 78 MSS Commander or designated representatives. Contractor support shall include but not be limited to: managing selection processes, coordinating with units in obtaining board members, gathering all eligible records and nomination forms from MPF; supporting individuals and units with their responsibility to update records prior to convening the selection board, establishing selection criteria based on guidance from the board chair, providing support to the board members in conducting the board, reviewing the board decisions and results for consistency with WR-ALC policy, tallying results and preparing board minutes for submission to the E&T Chief; updating the required databases; forwarding selection/nomination results to unit commanders; and preparing TDY orders, as necessary, and counseling applicants. The contractor shall provide support to the E&T Chief or designated POC in organizing and conducting WR-ALC/78 ABW ranking boards.

**1.2.8. Testing Services.** The contractor shall serve as test examiner and shall operate and maintain voluntary education testing programs and services for HQ USAF, HQ AFMC, and DANTES in accordance with the provisions of AFI-36-2306, Paragraph 3.5, and the DANTES Examination Program Handbook (DEPH) Volumes I and II; Air Force Institute of Advanced Distance Learning (AFIADL); requirements of stated school policy and guidance; and requirements of the E-Testing Student and Test Control Officer's Guide. The contractor shall maintain proficient testing centers as stipulated in the AFIADL Catalog and DANTES Handbook on areas of performance; provide testing services in



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accordance with AFI 36-2306, Paragraph 3.5; sign and mail answer sheets; prepare reports; administer test; inventory materials; contact DANTES, AFIADL and other agencies to resolve test-related issues; process examination results; and coordinate and dispose of materials as required by the responsible testing service. The contractor shall manage and operate the test program for the efficient administration of DANTES examinations, mandatory CDC course examinations (CE), PME, and DL programs and shall institute and periodically evaluate procedures for the efficient administration and management of the testing services function. The contractor shall provide DANTES-sponsored training for all test administrators and proctors. The contractor shall perform all testing duties in accordance with DANTES regulations. The contractor, in performing the duties of both DANTES Test Examiner and an alternate, will have access to the safe and combinations to the safe containing examination materials.

**1.2.8.1. Test Security and Inventory Control.** The contractor shall conduct testing in a manner to preclude potential or actual compromise of test materials. Testing shall not be conducted without a test control officer/alternate test control officer available. The contractor shall prepare report of loss, potential or actual compromise of any test material, test irregularities, and submit a report approved by TCO/ATCO to the responsible agency. The contractor shall ensure all test materials are available to students and that all test materials are stored and accounted for as required by the educational institution or test agency. The contractor shall coordinate with the UTM and TCO the return of damaged, unused, or outdated controlled tests prior to destruction or submission to the responsible agency. Contractor shall proctor all applicable examinations in accordance with educational institution or test agency requirements; complete requests for proctor forms, proctor testing sessions, order, store, notify members of receipt, input into inventory, schedule, and secure all testing materials to meet the educational institution or test agency requirements. The contractor shall conduct inventories and prepare reports for the TCO on a weekly, monthly, and quarterly basis with DANTES, and a monthly and quarterly basis with AFIADL. [CDRL # A00Y]

**1.2.8.2. Test Scheduling and Administration.** The contractor shall schedule, administer and conduct testing sessions (scheduled and emergency) in accordance with the schedule approved by the ESO. The contractor shall ensure test opportunities meet the demand for testing. A minimum of three test sessions shall be conducted each week. Students shall be pre-scheduled for testing. If test materials are not available for the test or other reasons dictate cancellation of testing, students shall be notified before test time. When test materials and a Test Control Officer are available, contractor shall conduct unscheduled testing for individuals with 2 business days' notice at student's request. The contractor shall administer the following categories of tests to eligible military personnel and their dependents as authorized by DANTES, AFIADL (formerly Extension Course Institute, ECI). Tests include, but are not limited to:

- All approved DANTES; college entrance exams (ACT, SAT,); college credit (CLEP, DSST, Excelsior); professional certification exams (PRAXIS, ASE); interest batteries (SII), and career assessment inventories (CAI)
- All AF AFIADL end-of-course (EOC) tests including CDC and non-resident professional military education
- Tests requested to be administered by eligible personnel, such as correspondence course and qualification and/or certification exams
- Any test required or requested by the Air Force or ESO that is not normally administered through the local military test control officer
- E-Exams

**1.3. TRAINING DEVELOPMENT AND DELIVERY**

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**1.3.1. General.** The contractor shall provide the services, equipment, tools, materials, and vehicles (except as specified in Appendix B), required to implement and operate the local organic training development and delivery program that includes the functional training areas of administrative and support, computers, logistics, maintenance, and management and leadership development. The training development and delivery service includes development and delivery of formal courses, formal/instructional briefings, and workshops. The contractor's training development and delivery service shall comply with the requirements contained in AFI 36-2201, Volume 1, *Training Development, Delivery, and Evaluation*, AFMAN 36-2234, *Instructional System Development (ISD)*, or other equivalent, FD-approved, ISD methodology, AFH 36-2235 Volumes 1-13, *Information for Designers of Instructional Systems*, and AFMAN 36-2236, *Guidebook for AF Instructors*, AFMCI 21-108, *Maintenance Training and Production Acceptance Certification Program*, AFMAN 36-3, *AFMC Functional Courseware Development Guide*, and local supplements.

**1.3.2. Training Development and Delivery Services Program Management.** The contractor shall structure the training development and delivery in the primary functions of administrative and support, computers, logistics, maintenance, and management and leadership. Contractor shall ensure that the maintenance and logistics functions are each self-sustaining and have the capability to operate independently. Contractor shall ensure each functional area has a monthly, quarterly, and yearly performance tracking mechanism in place to address the following, as a minimum: customer requirements versus contractor delivered requirements, utilization rates, workload requirements, funding, metrics, tracking, and performance data requirements. Workload estimates are listed in Appendix A for each functional area. Contractor shall develop a program management plan to address the structure requirements for training development and delivery.

**1.3.2.1. Administrative and Support Training Development and Delivery.** The contractor shall provide administrative and support course development, training program development, and course delivery. The contractor's administrative and support training function shall manage and administer the development and delivery of a variety of administrative training programs and courses. This training is generally academic in nature, however; there are some courses where performance training is required to provide the right skills to the students.

**1.3.2.2. Computers Training Delivery.** The contractor shall provide desktop computer applications training to the civilian and military workforce. The contractor's computer training function shall ensure updated computer applications are provided.

**1.3.2.3. Logistics Training Development and Delivery.** The contractor shall provide logistics course development, assistance in training program development, and course delivery. The contractor's logistics training function shall manage and administer the development and delivery of technical and non-technical training and programs.

**1.3.2.4. Maintenance Training Development and Delivery.** The contractor shall provide maintenance course development, assistance in training program development, and course delivery. The contractor's maintenance training function shall manage and administer the development and delivery of technical and non-technical training and programs.

**1.3.2.5. Management and Leadership Training Development and Delivery.** The contractor shall provide supervisory, management, and leadership program development and delivery; course development and delivery, and administration and management of the programs and training courses. Management and leadership course development, training program development and course delivery require developers and instructors to possess a variety of knowledge, experience, and abilities in these subject areas. The contractor's management and leadership training function shall ensure the Government

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specific management and leadership models are used to train and develop the leaders and managers/supervisors.

**1.3.3. Instructional Systems Development (ISD).** The contractor shall develop and revise courses of instruction and training programs using ISD methodology to meet the installation's requirements. The contractor shall ensure that the course development practices support performance-based training and increase the effectiveness and cost-efficiency of the installation training programs. The contractor shall develop courses of instruction based on job performance requirements, to enhance knowledge and skill instruction, and to ensure that graduates acquire the skills, knowledge and abilities to do their jobs. The contractor shall develop and implement a process to document important ISD application decisions and approvals, constraints, and assumptions to enable managers and future developers to reconstruct the significant decision points in the course design and development. The documentation process shall be submitted to the Government for approval. The contractor shall ensure subject matter experts (SME) (see Appendix D, Paragraph 2.0.15) from the appropriate functional and staff offices are members of the development team and coordination from each is obtained within each appropriate ISD phase. For all courses developed, the contractor shall ensure the base safety (WR-ALC/SE) and the base environmental management (78 CEG/EM) offices coordinate on courses as SMEs. If WR-ALC/SE and/or 78 CEG/EM SMEs determine coordination is not required for a specific course, contractor shall obtain written verification.

**1.3.4. Courseware Development.** For new course development, the contractor shall provide recommendations and obtain approval from the FD prior to starting course development activities. The contractor shall conduct research to determine whether a course exists to meet the identified training need prior to engaging in new course development requested by the Government. The contractor shall comply with the interactive courseware (ICW) developer responsibilities of AFI 36-2201, Volumes 1 and 4, to ensure that ICW is reusable across agencies and portable across learning management systems through which advanced distributed learning is delivered. All courseware (including, but not limited to computer software and technical data) developed by the contractor for the Government becomes the sole property of the Government to include all rights to unlimited use.

**1.3.4.1. Computer-Based Training (CBT) and Web-Based Training (WBT) Courseware Development.** The contractor shall develop interactive CBT courses that comply with the requirements of DoDI 1322.20, *Development and Management of Interactive Courseware (ICW) for Military Training*. The contractor shall ensure that CBT deployable packages are created in dynamic hypertext mark-up language (DHTML), are internet/intranet capable, and must be deployable through the Robins AFB firewalls. The contractor shall employ best practices for interactive multimedia instructional (IMI) development when developing CBT courseware. The contractor shall ensure that all CBT courseware development/authoring tools are non-proprietary, provide ease of maintenance and revision, portable, conform to shareable content object reference modeling (SCORM), and are compatible with those approved by the Government.

**1.3.4.2. Courseware Instruction Materials.** The contractor shall provide services to update (revise and prepare) lesson plans, instructor guides and other required presentation materials used as instruction aids not provided or developed by the original developer for those courses that the contractor is required to deliver. The contractor shall provide these aids as part of the preparation for delivering the course instruction. The contractor shall consider these efforts as separate from the specified course development workload contained in Appendix A. The contractor shall also use only Government (FD) approved courseware instructional materials for delivering training. The contractor shall provide minor (less than 20% change in course content and/or duration) course maintenance to ensure the locally instructed courses remain current. The contractor shall further ensure that course information is up-to-date for all courses provided. [CDRL # A00P]

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**1.3.4.3. Formal/Instructional Briefings and Workshops.** The contractor shall develop and deliver formal/instructional briefings and workshops in the subject areas identified in the PBSOW, Appendix A. The appendix identifies estimates for formal/instructional briefings and workshops. Formal/instructional briefings are listed in Appendix A, Attachment 1, Chapter 8. Workshops are listed within applicable functional areas of administrative and support, computers, logistics, maintenance, and management and leadership in Appendix A, Attachment 1.

**1.3.5. Courseware Management.** The contractor shall provide functional and technical courseware planning, development, revision, and management for Robins AFB customers, including those serviced through support agreements.

**1.3.5.1. Assessments, Cost-Benefit Analyses, and Feasibility Studies.** The contractor shall provide assessments, cost-benefit analyses, and feasibility studies in support of courseware development and revision. The contractor shall provide training needs assessments to identify problems associated with customer's work performance and environments, determine if problems are training-related, and define specific training requirements, as required. The contractor shall conduct cost-benefit analyses and feasibility studies to determine the best training scope, media, and methods to accomplish specific training objectives in compliance with the AF or other commercially equivalent nationally accepted ISD methodology.

**1.3.5.2. Courseware Data Management.** The contractor shall provide management of all courseware data and materials and maintain a physical repository of supporting documentation as a master library for all formal courseware (including locally developed and purchased) used in support of all local training at Robins AFB. The contractor shall provide maintenance of a master library file hardcopy of the course control documents (CCD) and background material. As a minimum, each master library file shall contain the following CCD for courses developed: cover page, course charts (CC), course training standard (CTS), plans of instruction (POI), lesson plans, proficiency code key, presentation materials and media, instructor guides, and student workbooks. For formal/instructional briefings and workshops the master file shall contain the following CCDs: CC, CTS, POI or Course Outline (CO), and instructional guide or instructional notes. For purchased courses, the requirement will vary based on the materials purchased. Provide course background material (project plan, storyboards, task analysis, source data, coordination/review responses, etc.), as well as initial/periodic reviews as part of the master library file. The contractor shall also provide and maintain within the master library an electronic copy of locally developed and command (MAJCOM) courseware CCDs and ensure that the electronic copy is kept current. Contractor shall provide online access to the electronic copy through the official Robins AFB education and training website. The course background materials may be posted online as required by the FD.

**1.3.5.3. Courseware Number Assignment.** The contractor shall comply with the AFMC course numbering and coding requirements. The Government will assign course numbers to locally developed and managed courseware. The contractor shall load course numbers and course codes, enter descriptive information, and status into the authorized automated data management system(s). For maintenance-related command course development, the contractor shall submit course chart and course outline to HQ AFMC/LG for approval and assignment of command course number prior to developing any command standard formal course to include SOJT guides. Contractor shall maintain a current listing posted on the AFAEMS/E&TS server for access by the Government. Listing shall include as a minimum: Course number, course title, course owner (customer), course provider, point of contact for reviews, and date of last review/revision.

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**1.3.5.4. Courseware Review and Re-Evaluation.** The contractor shall suspend, track, and document the continual review and evaluation of formal courseware. For courses the contractor is required to instruct, the contractor shall review and evaluate courseware documentation and materials for technical accuracy, quality, and effectiveness in meeting training objectives at least biennially. For courses the contractor does not instruct, the contractor shall work directly with the wings, groups, and staff offices training managers/representatives to assist in the biennial reviews. The contractor shall document internal evaluation activities in the required courseware file and other approved automated training management system. The contractor shall establish the review and re-evaluation notification processes and methods. Review and re-evaluation process and methods will be consistent with the publications stated in Paragraph 1.3.1. [CDRL # A00Q]

**1.3.5.5. Courseware Status.** The contractor shall maintain the status of all organic courses in ETMS and approved automated training management systems. With approval of the responsible customer organizations, the contractor shall archive or deactivate courses and/or training materials that no longer meet training objectives. The contractor shall maintain archived courseware for five years after deactivation to ensure that materials are available for audit and reference purposes. In addition, the contractor shall update the course status in ETMS and to other approved automated training management systems to "OBSOLETE" within 10 days of the course archive decision or coordination approval from the Government.

**1.3.5.6. Air Force Materiel Command (AFMC) Courseware Lead Center Responsibilities.** For courses where Robins AFB has lead center responsibilities, the contractor, acting as the center training function, shall serve as technical and administrative liaison between AFMC, Air Logistics Centers (ALC), and Aerospace Maintenance and Regeneration Center (AMARC) to ensure compliance with lead center responsibilities. The contractor shall address all technical training and courseware issues in accordance with approval and guidance.

**1.3.5.7. Command-Wide Courseware Application.** The contractor shall manage the development of courseware in the assigned areas of responsibility. The contractor shall ensure that newly developed and significantly revised courseware has the capability of being used AFMC-wide. The contractor shall obtain validation from AFMC, ALCs, and/or AMARC on method, format, and content of all newly created and significantly revised command courses.

**1.3.6. Training Delivery.** The contractor shall conduct academic, functional, and technical instruction to include formal/instructional briefings and workshops, using approved course control documents (CCD). The contractor shall deliver courses of instruction to include the functional areas of administrative and support, computer, logistics, maintenance, and management and leadership development training. The contractor's scheduled delivery of instruction shall be consistent with the published local hours of operation including the different work shifts.

**1.3.6.1. Local Training Delivery.** The contractor shall provide local training delivery for all courses in accordance with the approved CCDs to accomplish required course objectives. The contractor shall deliver course material, create and administer proficiency evaluations and written tests, and rate students in accordance with the written plan of instruction/lesson plan. Ensure that training materials and aids are up-to-date, legible, and available for all students. Review courseware for accuracy and effectiveness in meeting the class session objectives. Ensure that all class material and teaching aids required by the CCDs or commercially equivalent course documents for vendor courses or commercial products are available for each class conducted.

**1.3.6.1.1. Scheduling.** The contractor shall establish and publish monthly, quarterly, and annual schedules of courses to address training requirements identified from ETMS Web and from other

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approved data sources as specified by the Government. Identify training prerequisites and suspense training allocations to units for nominations. The contractor shall provide consolidated course schedules to the Robins AFB organizations.

**1.3.6.1.2. Instructors.** The contractor shall ensure that instructors have the required qualifications specified in this PBSOW Section 4.0. Paragraph 4.1.4.2.2., General Information, for the subject matter being taught. [CDRL # A00R]

**1.3.7. Production Acceptance Certification (PAC) and Special Skills Qualification (SSQ) Programs.** The contractor shall conduct functional training courses, perform academic and technical instruction, and administer tests required to support PAC and SSQ programs of WR-ALC maintenance activities. This includes support of maintenance support qualification and certification (MSQ/MSQ) programs. The Contractor shall support the PAC and SSQ program in accordance with AFMCI 21-108 and local supplement.

**1.3.7.1. PAC and SSQ Support Materials.** The contractor shall develop, coordinate, and distribute formal and SOJT material, training publications and references, and other related course materials through local, AF, DoD or contract sources. The contractor shall in support of PAC and SSQ programs, develop and secure tests, select qualified reviewers, prepare for and conduct test development review; design booklets, validate, administer tests, and provide notification of results and implications; and annually ensure the currency and accuracy of the developed tests. The contractor shall maintain a library (may be electronic as long as easily accessible by students and instructors) of technical reference material including weapons systems technical orders (TO) and SSQ skill/knowledge information required to support maintenance training courses.

**1.3.7.2. Maintenance Computer-Based Training (CBT) and Web-Based Training (WBT) and Testing Support.** The contractor shall provide computer lab support to the maintenance wing to administer CBT and testing (SSQ, Pre/post Testing, etc.) to include test materials distribution, tracking, and updating approved training management systems. The contractor shall provide a dedicated user-friendly, computer laboratory to provide the growing web-enabled E&TS applications and on line forms the users are required to complete. The intent of the lab is to provide computer access to the installation population who do not have such access and whose normal job duties do not require the use of computers. The contractor shall provide, configure, and maintain the computer lab to support the E&TS function. The contractor shall provide access to the lab during the installation's day shift, every Wednesday during swing (second) shift duty hours, and the first Wednesday of every month for owl (third) shift. The contractor shall establish and provide controls for the official use of the computer laboratory including all equipment and shall notify the Government of malfunctioning equipment.

#### **1.4. CIVILIAN WORKFORCE DEVELOPMENT**

**1.4.1. General.** The contractor shall implement and administer civilian educational, academic, and technical training to develop and deliver workforce development programs to meet the training requirements for organizations serviced by the Robins AFB E&TS function. The contractor shall provide customer service, training needs analysis, career development and education assessments, specific career guidance and professional counseling. The contractor shall administer surveys, process training requests, administer formal training programs, ensure effective management and utilization of civilian training funds; ensure mandatory training is provided, establish and maintain required record copies, and update current civilian personnel data system. The contractor shall provide the civilian employee development services in accordance with AFPD 36-4, *Air Force Civilian Training and Education*, Chapter 1 & 2, AFMCI 36-201, *Education and Training*, Chapter 2, AFI 36-401, *Employee Training and Development*, Chapter 8, AFI 36-601, *Air Force Civilian Career Program*, Paragraph 3, AFI 36-602, *Civilian Intern*

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*Program, Chapter 2-4, AFMAN 36-606 V1, Air Force Civilian Career Program Management, DoD 5200.52M, Acquisition Career Development Program, and 5 CFR, Part 307.*

**1.4.2. Civilian Workforce Development Services Program Management.** The contractor shall establish, manage, and administer civilian education and training programs and assist organizational representatives in the design of programs to meet the organizational needs. The contractor shall assist organizations in the development of workforce and training plans and programs.

**1.4.3. Civilian Workforce Development Services Administration.** The contractor shall provide centralized administration of the civilian workforce training and development programs. Shall maintain education and training guidance to include, but not limited to; installation training guide (ITG), process guides, education and training website, and operating instructions. The contractor shall develop local annual, quarterly, and monthly training requirement requests and schedules. Contractor shall compile and analyze data, identify needs and recommend solutions, document in the education and training management system and other base specific and higher headquarters directed statistical data reports and/or data systems, and forward the requirements to the appropriate Government representatives. The contractor shall conduct MAJCOM and locally directed annual, quarterly, and/or monthly training needs surveys and process survey results/data to E&T Chief for approval. Contractor program administration shall ensure the duties and responsibilities of the Employee Development Manager/Specialists (EDM/Ss) is performed by contractor employees in accordance with AFI 36-401, Chapter 1, up to those duties reserved for the inherently governmental staff.

**1.4.3.1. Installation Training Guide (ITG).** The contractor shall update, maintain, and distribute the ITG to meet the requirements in AFI 36-401, Chapter 2. The contractor shall ensure the ITG includes clear guidance on local unique training processes, criteria, and requirements to ensure training is done systematically and efficiently. [CDRL # A00T]

**1.4.3.2. Annual Installation Training Plan (AITP).** [CDRL # A00U]

**1.4.3.2.1. AITP Criteria.** The contractor shall conduct annual surveys, assess all civilian employee training needs, and document in the Annual Installation Training Plan (AITP). Contractor shall establish training development and delivery strategies to meet the needs, prepare and submit recommendations, and on approval implement training programs to meet requirements; and review, prioritize, and process requests submitted by customers for individual education and training allocations in accordance with AFI 36-401, Chapter 2, and local installation guidance. Identify training requirements that cannot be met organically. For these training requirements, research other commercial vendors, Government agencies, AF, MAJCOM, and AFMC bases and provide the customer with the analysis and recommendations for determining best cost, most effective, and efficient method to obtain training. Make recommendations to the E&T and FT Chiefs regarding blending local/offsite training courses, job-site training aids, education and training reference materials, academic offerings, etc., to satisfy the customer requirements.

**1.4.3.2.2. AITP Assessment.** The contractor is responsible for the development, analysis, and execution of the AITP. The contractor shall analyze the installation's training capability and capacity to ensure organizations maintain a trained and qualified workforce; and provide assistance and support to customer organizations in establishing and updating individual training and development plans (including, but not limited to individual development plans (IDP), career enhancement plans (CEP), individual training and development Plans (T&D), and formal training plans (FTP)). [CDRL # A00V]

**1.4.3.3. Vendor Training.** To satisfy training requirements that cannot be met organically or reasonably justified as repetitive organic, or as the most cost effective and efficient source, training may be provided via vendor commercial training courses. The contractor shall evaluate the training requirements and



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provide vendor recommendations to the Government for approval prior to obtaining vendor delivery. Upon Government approval, the contractor shall coordinate and orchestrate vendor identification, qualification, selection, and delivery of selected education and training services. Recommendations shall include commercial vendor courses which may require modification as well as those which can be used without modification or customization.

**1.4.4. Civilian Tuition Assistance Program (CTAP).** The contractor shall manage, administer, and execute the CTAP with the exception of inherently governmental duties. The contractor shall determine civilian customer eligibility and assist civilian customers with applying for CTAP. The contractor shall submit CTAP requests for both acquisition and non-acquisition employees to the funds approval authority prior to processing. CTAP will be administered in accordance with AFI 36-401, Chapter 9, AFMAN 36-606 Volumes 1 and 2, and AFMCI 36-201, Chapter 2.

**1.4.4.1. CTAP Process.** The contractor shall counsel and advise qualified personnel on CTAP, complete, check and perform quality control for all CTAP requests for completeness and accuracy, load all enrollment data into the prescribed AF and AFMC data systems; submit completed CTAP obligation documents to the E&T IG CTAP manager for approval and funding; counsel employee on any potential duty continuation requirements from signing the civilian continued service agreement (CSA), if appropriate; and validate for payment.

**1.4.4.2. CTAP Invoices.** The contractor shall reconcile invoices received from educational providers to determine accuracy and completeness of CTAP invoices; upon reconciliation, prepare all necessary documents for payment of CTAP invoices to schools, and present the final document for payment to the E&T IG CTAP manager within 10 days of receipt.

**1.4.4.3. CTAP Grades and Reimbursement.** The contractor shall ensure that grades are posted for all CTAP-funded courses within 45 days of the course completion. The grades shall be obtained directly from the school registrar or from official student transcripts. The contractor shall monitor incomplete and unacceptable grades until course completion or reimbursement of CTAP by the member. Ensure reimbursements are processed in accordance with AFI 36-401, Chapter 9. Ensure reimbursement actions are taken and ensure funds are recovered from members indebted to the Government; ensure that civilian employees clearing Robins AFB do not have outstanding CSA or CTAP reimbursement debt; and monitor actions for withdrawals/waivers or refer to E&T IG CTAP manager.

**1.4.4.4. CTAP Finance and Budgets.** The contractor shall track expenditures and provide budget status and projections to the E&T Chief. The contractor shall assist in the preparation of financial and budget documents required for planning, budgeting, and reconciliation of CTAP funds. [CDRL # A00W]

**1.4.5. Assessment and Counseling.** The contractor shall provide professional and effective assessment and counseling to DoD civilians on education and training services and programs as well as career development opportunities. Provide basic college and testing information, support in establishing academic and vocation goals, prepare program and degree plans, review source documents, and determine education levels. As a minimum, the contractor's assessment and counseling program shall provide professional education counselors who meet the requirements as stipulated in Office of Personnel Management qualifications standards; develop, assess, and analyze client academic history using professional counseling methods; support clients in determining academic and career goals, attaining those goals, and the use of all financial benefits; act as a liaison with other base counseling agencies.

**1.4.6. APDP Program Manager.** The APDP program manager will be an inherently governmental duty and responsible for providing oversight and program management. The APDP Program Manager approves/disapproves fulfillment requests. The contractor shall validate package information to ensure



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accuracy and process requests as outlined in Acquisition Career Management APDP Web Guide ([http://www.safaq.hq.af.mil/acq\\_work/fulfillment/fulfillmentprogram.html](http://www.safaq.hq.af.mil/acq_work/fulfillment/fulfillmentprogram.html)).

**1.4.6.1. APDP Training Management.** The contractor shall serve as the focal point for military and civilian APDP training. The contractor shall administer the APDP process to ensure training and documentation of APDP certifications to WR-ALC personnel comply with DoD 5000.52M, *Career Development Program for Acquisition Personnel*, and AFMCI 36-201. DoD 5000.52M defines the certification process, with specific education and Continuous Learning (CL), training, and experience requirements for those in acquisition positions. Implementation within the installation must comply with AFMCI 36-201, Chapter 5. This effort includes the training of functional APDP unit manager personnel, and planning, developing, and implementing all activities associated with this program to meet the requirements of law and guidance provided by SAF/AQ and HQ AFMC. ([www.safaq.hq.af.mil/acq\\_work/career\\_training/apdp/refer/refer\\_main.html/](http://www.safaq.hq.af.mil/acq_work/career_training/apdp/refer/refer_main.html/)).

**1.4.6.2. APDP Administration.** The contractor shall serve as acquisition training advisor for the installation, subordinate units, and other serviced organizations. The contractor shall manage all aspects of the acquisition education and training processes. This effort includes, but is not limited to, providing customer service and program guidance, administering surveys when necessary, processing training requests, identifying and reporting on reasons individuals are not certified to the level of their positions, processing tenure and position waivers, monitoring mandatory training, and updating data systems (MilPDS, DCPDS, and ETMS), as required. The contractor shall conduct field visits to Robins AFB's units and other WR-ALC geographically separated units to conduct training on APDP requirements identification, records review, and update procedures; chair and participate in WR-ALC APDP working group meetings semi-annually with functional APDP representatives; obtain the list of Defense Acquisition University (DAU) quotas and budget for upcoming fiscal year from the Air Force Acquisition Training Office (AFATO); and support the Government with the tracking of actual expenditures against the budget throughout the fiscal year. The contractor shall ensure that records are updated within 60 days of course completions.

**1.4.6.3. APDP Consultation.** The contractor shall provide advisory service to key officials including, but not limited to, the installation Management Training Committee (MTC), military and civilian managers, and employees on all aspects of acquisition training, certification requirements, and continuing education program requirements. The committee's purpose is to prioritize training and make expenditure decisions for individuals in APDP. The council is composed of representatives of each WR-ALC APDP functional office and meets quarterly. The contractor shall conduct briefings to identify training requirements, projected costs, training type priorities, and recommendations to enable decision-making. The contractor shall prepare and submit briefing charts for the APDP program manager's approval at least 2 business days prior to the meeting. The contractor shall schedule the meetings, and prepare and distribute minutes to the council members within 5 calendar days after the meeting. [CDRL # A00C]

**1.4.6.4. APDP Position Management.** The inherently governmental civilian/military personnel function shall perform actual position coding. The contractor shall serve as advisor for acquisition position management. This effort includes, but is not limited to, advising key officials, members of boards and committees, and military and civilian program managers on all aspects of the APDP. The advice includes explaining procedures for properly coding training in personnel records, applying for certification, resolving problems relating to erroneous or missing coding and position management functions, and initiating corrective action with responsible servicing agencies from the local office through the Air Force Staff levels. The contractor shall establish and maintain required records, update current civilian and military personnel data systems as required and allowed, and comply with higher-level directives and local policies. The inputs which the contractor cannot update must be provided to the civilian and

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military personnel function. The contractor shall report APDP position coding and certification related statistics to the APDP program manager.

**1.4.6.5. DAU Representative.** The contractor shall serve as the Defense Acquisition University (DAU) representative for local classes. The contractor shall administer the DAU requirement calls to ensure APDP employees training needs are identified. The contractor shall ensure that all serviced organizations are informed of DAU-sponsored training. The contractor shall establish and publish the classroom schedule prior to the start of each class. [CDRL # A00X]

**1.4.6.6. AFIT Representative.** The contractor shall serve as the Air Force Institute of Technology School of Logistics (AFIT) representative for local classes. The contractor shall act as the point of contact for all Acquisition Now (ACQ Now) on-line system actions. The contractor shall follow up with supervisors to ensure actions are completed in ACQ Now. The contractor shall monitor the acquisition workforce. [CDRL # A00X]

**1.4.7. Civilian Training Programs.** The contractor shall administer civilian training programs, and as a minimum, advertise and advise personnel on Air Force-wide and locally developed career programs and special training programs. Shall provide career counseling and publicize self-development programs; process formal training quotas and allocations; schedule training to include contractor, local/off-site, academic institution, private vendor, or Government agency provided. The contractor shall monitor all aspects of the programs to ensure accuracy and compliance. The contractor shall provide administrative support for local courses, i.e., advertising, marketing for maximum participation, assisting selection chair and committee, soliciting attendees, preparing attendance roster and certificates, notifying selectees; conducting orientations; updating ETMS and DCPDS or equivalent; processing CSA, if applicable, and updating system(s) in accordance with AFI 36-401, Chapter 1. Contractor shall ensure the functions and tasks of the E&TS are accomplished in accordance with AFI 36-401, Chapter 1, AFI 36-601, Paragraph 3, AFI 36-602, Chapter 2, and other appropriate policies. Programs generally do not all run concurrently, and in some cases, may not be operated every year. The programs are; but not limited to:

**1.4.7.1. Civilian Career and Development Programs.** The contractor shall provide administration, processing, and assistance in program execution to support civilian career and development needs as defined in AFI 36-401, Chapter 1, AFI 36-601, Paragraph 3, AFI 36-602, Chapter 2. The contractor shall assist and support civilian customers in developing formal training plans in accordance with AFI 36-401, Chapter 6 to support the specific program. The programs are, but not limited to the following:

**1.4.7.1.1. Civilian Competitive Development Program (CCDP).** The contractor shall ensure the program is administered in accordance with AFI 36-401, Chapter 8.

**1.4.7.1.2. Civilian Development Education (CDE) (previously Civilian Competitive Leadership Programs).** The contractor shall ensure the program is administered in accordance with Randolph AFB Air Force Personnel Center (AFPC) website.

**1.4.7.1.3. Civilian Intern Programs.** The contractor shall ensure the program is administered in accordance with AFI 36-602, Chapters 1-4.

**1.4.7.1.4. Developmental Opportunity Program (DOP).** Contractor shall assist organizations in the development and administration of local programs and formal training plans. Contractor shall track trainee progress and ensure training records are accurate and employee evaluations are conducted by the supervisor.

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**1.4.7.1.5. Employee Promotional Program (Target Grade).** Contractor shall assist organizations in the development and administration of local target programs and formal training plans. Contractor shall track trainee progress and ensure training records are accurate and evaluations are conducted prior to processing to Personnel Office for promotion. Target programs are, but not limited to; Process Analyst, Quality Assurance, and Production Scheduler.

**1.4.7.1.6. Long-term, Full-time (LTFT) Program.** The contractor shall administer the LTFT program and assist organizations with the selection and processing of this local educational program. Contractor shall announce, process requests, set up selection packages, and schedule the selection board review and ratings, and notify the selectees and non-selectees.

**1.4.7.1.7. Professional Continuing Education (PCE).** The contractor shall ensure the program is administered in accordance with AFI 36-2302, Chapter 2.

**1.4.7.2. Cooperative Programs.** Contractor shall, as a minimum, assist organizations and local educational institutes and vocational schools to provide the best options for the Government to determine the program contents, criteria, funding needs, and administration process; monitor the training progress of the students and report student or program problems to the organizational representative. The contractor shall receive training requests, process training requests for funding, schedule training, provide administrative support for local courses, provide classroom instruction, prepare attendance roster and certificates, and track student progress for contractor-provided courses. Cooperative programs are, but not limited to:

**1.4.7.2.1. Certificate Programs.** The contractor shall administer the locally designed certificate programs and assist the organizations in the development of the programs. Programs are, but not limited to: Process Improvement, Business Management, and Information Technology.

**1.4.7.2.2. Cooperative Education and Vocational Technical Programs (Co-Op and Vo-Tech).** The contractor shall assist organizations in establishing and administering local cooperative programs. Programs are, but not limited to: Aircraft Sheetmetal, Electronics, and Engineering.

**1.4.7.2.3. Youth Apprenticeship Program (YAP).** Contractor shall assist the organizations to determine the program objective and assist in the administration process to ensure organization has assigned a mentor. The contractor shall schedule and provide required safety training, arrange Government transportation from building 905 to functional training building, arrange meetings and program evaluations/critiques as necessary, and account for attendance. Contractor shall provide a focal point for the program. The program provides high school students the opportunity to "shadow" a mentor and assist in basic task execution. Typical program length is two (2) weeks and/or four (4) weeks.

**1.4.7.3. Leadership Development Program.** The contractor shall provide planning, processing, and administration of the leadership, management, and supervisor development programs. The contractor shall provide instruction for the program as specified in the program description. Leadership development programs are, but not limited to the following:

**1.4.7.3.1. Defense Leadership and Management Program (DLAMP).** The contractor shall ensure the program is administered in accordance with AFI 36-401, Chapter 7.

**1.4.7.3.2. Robins AFB Leadership Development Program (RLDP).** The contractor shall provide the locally designed Robins AFB leadership development program to include course and workshop instruction. The program is conducted during duty hours and is mandatory for civilian and military

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management and leadership. This program model is based on a combination of leadership development courses and workshops conducted over a 12-month period.

**1.4.7.3.3. Robins and Maintenance Volunteer Leadership Development Programs (RVLDP and MVLDP).** The contractor shall provide the locally designed programs in after hours training sessions; to include course and workshop instruction. Contractor shall assist in the design, update, and modification of the program to meet Robins AFB's needs. The programs provide non-supervisory personnel with the foundation of leadership, introduction to supervision, and local specific supervisor requirements. The programs are structured as two (2) sessions per week, three (3) hours each session, scheduled for 6:00 PM to 9:00 PM, with 40 students per program.

**1.4.7.3.4. Supervisory Training Program.** The contractor shall manage and provide supervisor training program to include; course and workshop instruction. The program includes, but is not limited to: mandatory AF courses, refresher training, and skills development workshops. The contractor shall ensure the mandatory courses are in compliance with AFI 36-401, Attachment 2.

**1.4.8. Distance Learning (DL).** The contractor shall provide overall management and administration of DL resources, computer-based training/testing programs, and Air Technology Network (ATN) learning services. The contractor shall promote and support the installation's DL resources and DL programs in accordance with AFI 36-2201 Volume 4, *Managing Advanced Distributed Learning*, with AFMCMAN 36-2, *Distance Learning Center Infrastructure Guide*, and with AFMCI 36-201 Chapter 10. The contractor's distance learning program shall include the Air University, the Air Force Institute of Technology (AFIT), the Air Education and Training Command (AETC), the Defense Acquisition University (DAU), the National Technological University (NTU), the Air Force Materiel Command (AFMC)-sponsored courses, computer-based training/testing (CBT) programs, and the Air Technology Network (ATN) learning services. The contractor shall prepare quarterly status and activity reports required by E&T Chief and MAJCOM.

**1.4.8.1. Distance Learning Courseware.** The contractor shall serve as the on-site focal point for all distance learning courseware arriving at Robins AFB. The contractor shall distribute distance learning courseware to responsible functional training manager and advertise to potential customers the availability of the DL center courseware capabilities and library materials on a monthly basis. The contractor shall provide and maintain DL courseware inventory, scheduling, distribution, and collection of courseware materials, library infrastructure, courseware and material storage, and support student with the use of courseware. The contractor shall identify hardware and software requirements and upgrades for DL and submit for Government approval. The contractor shall manage DL facilities and equipment, including facility usage and orientation, equipment and facility operation, classroom and facility setup, equipment servicing repair, and problem resolutions. Shall review courseware, programs, and software products, and make DL purchase recommendations to the Government for approval.

**1.4.8.2. Distance Learning Resources.** The contractor shall monitor and evaluate adequacy of DL resources available to meet current and forecasted needs, and provide coordination on policies and procedures needed to implement new DL technologies base-wide. All new policies and subsequent/proposed policy and procedures changes shall be coordinated and approved by the Government prior to implementation.

**1.4.8.3. Distance Learning Testing.** The contractor shall proctor DL testing functions. The contractor shall perform the following tasks to include, but not limited to, ordering, test examination proctoring, problem reporting, score verification, and returning exams to the responsible agency.

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**1.4.8.4. Satellite-Broadcast Training.** The contractor shall manage the Distance Learning program to meet the requirements of AFIADL Distance Learning Site Management Handbook and the sponsors stated policy and to facilitate efficient and cost-effective training and education opportunities for personnel serviced by Robins AFB. The contractor shall coordinate with AF agencies including HQ 2nd AF, AFIT, AFIADL, and commercial satellite providers to maximize availability and quality of satellite broadcast opportunities. The contractor shall establish and publish the Distance Learning computer classroom/laboratory schedule a minimum of 30 calendar days prior to the start of each academic term to ensure maximum usage. The contractor shall be responsible for DL satellite broadcast facility usage and scheduling, student attendance and status reporting for course sponsor, instructional delivery, course critiques, distribute course completion certificates, and recording broadcasts as required. The contractor shall support prospective students with on-line registration. The contractor shall prepare (set up computers, chairs, tables, instructional and student reference materials and tools) DL facilities for each class.

**1.4.8.5. Computer-Based Training (CBT) and Web-Based Training (WBT).** The contractor shall actively promote and administer the USAF SKILLSOFT (E-learning) CBT and WBT program to maximize utilization of CBT training opportunities. The contractor shall request, from the applicable source, updated CBT courses to include all course materials, at a minimum of biennially, and maintain and provide CD copies of all available courses. The contractor shall support customers on program information, locating websites, and accessing and downloading courses to DL center personal computers. The contractor shall schedule and prepare (install courses) computer laboratories for students who are unable to use personal computers for their coursework. The contractor shall obtain student record information, as requested by its customers. The contractor shall manage the computer based training program, including automated access control, to CBT courses, non-automated access, usage history including a transaction log of downloaded courses, maintain list of registered students and students seeking certifications, certification reports and reports of courses started and completed, maintain student progress files and produce reports of student activity progress and course completions as necessary. Gather data, system business performance indices, and report business performance indicators.

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**2.0. SERVICE DELIVERY SUMMARY**

<b>No.</b>	<b>Performance Objective</b>	<b>PBSOW Reference</b>	<b>Performance Threshold</b>
<b>1</b>	<b>Management &amp; Administration:</b> Load and maintain ETMS local use course catalog and ensure course(s) are closed-out in ETMS.	<b>1.1.12; 1.1.14.2</b>	Perform ETMS course close out duties within 2 business days. No more than 4 errors in catalog content per month.
<b>2</b>	<b>Management &amp; Administration:</b> Execute the Annual Installation Training Plan (AITP) to include out of cycle training requirements.	<b>1.4.3.2.1 1.4.3.2.2</b>	Identify status of AITP issues, to include problem areas at the monthly performance review meeting.
<b>3</b>	<b>Military Education &amp; Training, Workforce Education &amp; Training:</b> Ensure final grades are posted and financial transactions are completed.	<b>1.2.5.9 1.2.5.9.2 1.4.4.3</b>	Post grades NLT 45 days after end of term. After grade posting initiate resolution with financial issue within an additional 15 days.
<b>4</b>	<b>Training Development:</b> ISD compliant courseware delivered IAW development schedule.	<b>1.3.2 1.3.3</b>	No more than 3 late deliveries per quarter.
<b>5</b>	<b>Training Delivery:</b> Courses shall be delivered per the scheduled and shall fulfill all courseware requirements.	<b>1.3.6.1 1.3.6.1.1</b>	1) No more than 2 class cancellations (non-government directed) per month. 2) No more than 2 deliveries per month that do not comply with courseware requirements.

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**3.0. GOVERNMENT-FURNISHED PROPERTY (GFP) AND SERVICES**

**3.0.1. General.** The Government will provide, without cost to the contractor, the facilities, equipment, materials, and/or services listed below or in Appendix B. The listing appearing in Appendix B is provided for reference only. The official listing of GFP is currently maintained and managed by the incumbent contractor and shall be provided to the successful offeror at award. The contractor shall use general Government facilities, equipment, and services as provided in this contract. The contractor shall obtain approval from the Government to use facilities, equipment, or services not identified in this paragraph or in Appendix B. GFP shall be used only in the conduct of tasks outlined in the PBSOW. Appendix B is broken into two parts – consumables, governed by AFI 33-110 and Government property, guidance provided by FAR 45.5.

**3.0.2. Contractor-Furnished Property and Services.** Except for the items or services specifically stated in this section to be Government-furnished, the contractor shall furnish supplies and services required to perform this contract according to all of its terms.

**3.1. GOVERNMENT-FURNISHED PROPERTY (GFP)**

**3.1.1. Facilities.** The Government shall furnish and/or make available facilities described in Appendix B.

**3.1.2. Government-Furnished Property.** The Government shall provide the contractor property listed in Appendix B. This property shall remain under accountable management of the contractor throughout the life of the contract. Property procured by the Government during life of the contract shall remain the property of the Government. GFP listed in Appendix B shall be managed in accordance with the provisions of FAR 45.5.

**3.1.2.1. Inventory.** The contractor shall designate custodian(s) and alternate(s) to receipt and account for Government-furnished property (GFP) to include Automated Data Processing Equipment (ADPE) listed in Appendix B. ADPE equipment shall be managed IAW AFI 33-112. Annual inventories must be conducted and the results provided to the CO.

**3.1.2.2. Obtaining Replacement of Accountable GFP.** The contractor shall submit requests for replacement of accountable GFE to the CO for processing. Such requests shall specify the reason for the replacement request. (i.e., computers do not meet the ADPE standards established by WR-ALC/IT; major system software used by the facility requires greater capability, e.g., processing speed or memory, than current desktop systems can support.) Other circumstances for replacement are the responsibility of the contractor.

**3.1.2.3. GFP Maintenance.** The Government will be responsible for capital type rehabilitation of GFP to include the ADPE equipment (computers, monitors, printers, etc.) listed in Appendix B for the duration of the contract. The contractor shall be responsible for general and preventive maintenance of the GFP and consumable parts, materials, and supplies of ADPE equipment, and as further defined in PBSOW Paragraph 4.1.3.5. Government-furnished small computer equipment shall be maintained under the base-wide Small Computer Maintenance Contract in accordance with AFI 33-112, *Computer Systems Management*, and processes defined in Robins AFB Small Systems Maintenance Handbook. The contractor shall be responsible for the general maintenance of non-ADPE equipment listed in Appendix B during the contract. The contractor shall notify the FD immediately of any equipment requiring maintenance.

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**3.1.2.4. Computer Equipment and Systems Management.** The Government will provide computer systems and associated equipment necessary for mission accomplishment as listed in Appendix B. The contractor shall designate an Equipment Custodian for the equipment, in compliance with AFI 33-112, Chapter 11 and a Systems Administrator, in accordance with AFI 33-112, chapter 12. Prior to contract start date, the contractor and a representative of the Government shall jointly inventory listed equipment. The management of the computer systems and associated equipment will be maintained in accordance with AFI 23-111, *Management of Government Property in Possession of the Air Force*, and AFI 33-112. All work orders for the computer systems equipment will be submitted to the SC Help Desk at 926-4357. The contractor shall be responsible for the proper use of this equipment and shall report any problems to the E&T Chief.

**3.1.2.5. Disposal of GFP Computers.** Disposal of GFP computers will be accomplished by the 78 ABW Communications and Information Division, to include pick-up and actual disposal of this equipment to the Property Disposal Office. After E&T Chief approval for disposal, the contractor shall call the Computer System Management office to arrange any action involving eliminating, discarding, or transfer of any GFP computer hardware/software equipment.

## **3.2. GOVERNMENT-FURNISHED MATERIALS**

**3.2.1. Courseware and Classroom Consumable Materials.** The Government will furnish existing courseware materials required by this PBSOW to the contractor. The existing courseware will be delivered to the contractor in the existing condition and format. The Government will also furnish all approved (currently in the inventory) student and classroom materials required by the approved lesson plans. Additionally, classroom and laboratory consumables shall be provided by the Government. These consumables are identified in Appendix B. As replacement courseware and classroom consumable materials are needed, the contractor shall submit a written request to the Government at least 60 calendar days before the required delivery date of the materials. At the end of the contract, the contractor shall return all residual inventories to the Government.

**3.2.2. Software.** Contractor owned computer hardware/software maintenance is the responsibility of the contractor. Any software resident on the network that is not automatically updated shall be updated by the contractor. This is normally accomplished over the network via an Icon presentation that must be employed and by following the steps as outlined on the computer monitor. For example: Symantec Anti-Virus averages updates once a month and takes less than 5 minutes to install on each unit. Other software updates are sporadic but are usually accomplished in the same manner and take approximately the same time. Major software upgrade/replacement is normally done in phases and is accomplished by the 78 ABW Communications and Information Division.

**3.2.3. Government-Furnished Records, Files, Documents, and Work Papers.** All records, files, documents, and work papers provided by the Government or generated in support of this contract are Government property and shall be maintained and disposed of per AFI 33-322, AFMAN 37-123 and AFI 37-138. At the time of disposition, the contractor shall box, label contents, and turn them over to the E&T Chief.

## **3.3. GOVERNMENT-FURNISHED SERVICES**

**3.3.1. Telephone and Data Communications Services.** The Government will provide necessary telephone instruments, telephone lines, data lines, and repair services for such instruments and lines that are mandated for education and training services. The communications equipment and services are for



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official use only during the period of the contract in accordance with AFI 33-103, *Requirements Development and Processing*, and AFI 33-111, *Voice Systems Management*.

**3.3.2. Graphics and Photographic Support.** The Government shall provide graphics and photographic support for Government approved rewrites and revisions of existing courseware, and for creation of approved new courseware covered under this PBSOW. The contractor shall provide graphics and photographic support for all other courseware materials.

**3.3.3. LAN Services.** The Government shall provide LAN services to the contractor. The contractor, with a valid National Agency Check verified through the Automated Security Clearance Approval Systems (ASCAS) roster or validation from the contractor security manager, will be provided by the Government access to the hosting base's unclassified computer network and its inherent capabilities including, but not limited to: Internet access, electronic mail, file and print services. The contractor shall be held accountable for all actions that he or she initiates while on the hosting base's network and will conduct his or her business in accordance with all Air Force, Air Force Materiel Command, and local base instructions, manuals, and policies. Any conduct that does not adhere to sound or just network usage as stipulated in official guidance will cause revocation of all network privileges. The contractor shall allow all computer hardware/software to be inspected by Air Force personnel to insure compliance with this contract and Air Force instructions, manuals, and policies.

#### **3.4. PROPERTY CONTROL**

**3.4.1. Property Control Procedures.** The contractor shall prepare and present written property control procedures to the CO within 30 days after contract award or at the pre-performance conference, whichever is later. The contractor's procedures shall be prepared according to, and shall, meet the requirements of FAR 45.502, Contractor's Responsibilities.

**3.5. FORMS AND PUBLICATIONS.** The Government will provide forms and publications, expressly required to perform the work in this PBSOW. The Government will provide custodian and alternate training for forms and publication management. The contractor is responsible for maintaining files for forms and publications. The contractor may develop new electronic forms with Government approval. The contractor is encouraged to create more efficient and effective forms and reporting procedures. The contractor shall research publications to ensure all performance outputs meet publication guidelines. Related publications are located at <https://wwwmil.robins.af.mil/imweb/IMP.htm> on the Internet. The contractor shall be responsible for verifying the currency of all forms and governing publications for the Education and Training Services function. The contractor is encouraged to use the most efficient method of producing work without sacrificing quality standards.

#### **3.6. GOVERNMENT-FURNISHED TRAINING**

**3.6.1. Government-Furnished Training.** The Government may provide formal training, briefings, conferences, workshops, seminars, etc., when available and if determined and approved by the FD to be in the best interest of the Government. The Government will fund all tuition, registration, and materials costs associated with the training for the Government furnished courses that can not be obtained commercially and when Government deems the courses are necessary for contractor's performance. The contractor employee(s) must meet the qualification requirements for the assigned position before the FD would consider providing Government-furnished training. The contractor shall fund all associated travel and per diem costs. The Government may provide training as required for new equipment, requirements, and technologies not addressed in this PBSOW, as determined by the FD. Request for such training shall be submitted by the contractor to the FD a minimum of 90 days prior to actual training date.

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**3.6.1.1. Specialized Training.** The Government may provide specialized training when available and in the best interest of the Government and when approved by the FD. The specialized training must be directly related to the contractor's performance of the PBSOW. This may include specialized training in; 1) Government data systems, 2) instructional systems development (ISD) refresher, 3) aircraft maintenance, 4) other training to support the workforce training requirements. The Government may provide local training for contractor Aircraft Maintenance Instructors for the purpose of updating, maintaining, and/or transitioning their existing aircraft maintenance technical knowledge, skills, and abilities. The Air Education and Training Command (AETC) aircraft maintenance courses taught locally would be at no cost to the contractor, when approved by the FD. Example: The contractor's aircraft maintenance instructor(s) that is hired has the qualifications of F-16 aircraft maintenance instruction and maintenance technician experience. The instructor may attend the F-15 Aircraft Crew Chief or Flight-Line Transition course provided by the local Training Support Detachment 6, to provide the KSA to instruct F-15 Refuel/Defuel, F-15 Towing, and other related maintenance.

**3.6.1.2. Local Training.** The Government may provide local training for contractor employee(s) for the purpose of updating, maintaining, and/or transitioning their existing knowledge, skills, and abilities. The purpose of providing the training to the contractor is to ensure the contractor's employee(s) have the Government specific training to support the requirements of this PBSOW. The training may be provided by other Government agencies, other AFB, and/or commercially if the FD determines it is in the best interest of the Government to provide the training to maintain consistency of Government and contractor employee knowledge, skills, and abilities. The Government may provide train-the-trainer courses to the contractor to meet requirements in this PBSOW.

**3.6.1.3. Conferences, Workshops, and Seminars.** The Government may determine that contractor employee(s) in specific positions are required to attend conferences, workshops, and/or seminars in support of the performance of the PBSOW. Primarily these are military education and training related, and will provide program updates, policy changes, and data system updates or conversions. The Government shall fund registration fees, conference fees, seminar fees, and materials costs. The contractor shall fund all travel and per diem associated with the conferences, workshops, and/or seminars. Contractor shall provide contractor employee(s) as determined by the FD to attend the following conferences, workshops, and seminars to include, but not limited to:

- Air Force Automated Education Management System (AFAEMS) Workshop/Training
- Community College of the Air Force (CCAF) Workshops (Initial and Advanced)
- World Wide Department of Defense Education Conference
- Professional Military Education Services Office Conferences and Workshops (Annual)

**3.6.2. Mandatory Training.** Contractor shall ensure contractor personnel attend at contractor expense all applicable training required by law, Office of Personnel Management, DoD, and/or AF policy (including command and local policy). For mandatory training that is only available from the Government, the contractor shall request to attend training courses by submitting request to the GCPM no later than 30 days after the transition start date unless mandatory completion date requirement dictates otherwise. For contractor employee(s) that have previously attended the training, the contractor shall provide documented evidence of attending subject training or equivalent training at start of performance. Contractor shall ensure that contractor employees are trained in the following subject areas to include, but not limited to:

- Air Force Records Management Training
- Anti-Terrorism
- Equal Employment Opportunity (EEO)
- Ethics

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- HIV/AIDS Awareness
- Joint Travel Regulation (JTR)
- Privacy Act
- Safety
- Security Awareness
- Sexual Assault and Harassment

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**4.0. GENERAL INFORMATION**

**4.0.1. Scope of Work.** The contractor shall provide all personnel, supervision, equipment, tools, materials, and other items and services necessary to perform the Education and Training services as defined in this PBSOW except as specified in Appendix B, Government Furnished Property. The contractor shall perform to the standards in this contract. The estimated quantities of work are listed in Appendix A, Workload Estimates.

**4.0.2. Management of Contractor Personnel.** Contractor personnel shall represent each major service area listed in this PBSOW at all types of meetings, including those crossing functional lines, both on and off Robins AFB, at higher and lower echelons, within and outside of the Air Force community. The contractor shall develop plans and procedures to ensure contractor employee work interruptions are minimized. The contractor shall provide continued service under this contract during periods of labor unrest such as walk-outs, work slow downs, and strikes. The contractor shall establish and maintain a Government-approved contingency plan as a sub-element to the Resource Management Plan. [CDRL # A00Z]

**4.0.3. Resource Management Program.** The contractor shall develop and submit for Government approval, implement, and maintain a Resource Management Plan, which shall describe the contractor's ability to hire qualified employees, train employees, and maintain their skills and abilities to perform the PBSOW requirements. [CDRL # A00Z]

**4.0.3.1. Contractor Services Organization.** Contractor's Resource Management Plan shall provide the proposed organization and services function, including the use of part time positions, if any, from program management to functional entity level. Contractor plan must identify, by functional area: 1) how the contractor's application of personnel, equipment, and other resources meet the requirements specified in the PBSOW, 2) number of personnel and the hours worked, 3) cross-utilization of personnel, 4) processes and procedures for recruiting, training and retaining personnel, and 5) relationship to organization for both prime and subcontractor.

**4.0.3.2. Key Position Qualifications.** The contractor shall provide the documented qualifications (not resumes) for those personnel identified for key positions. As a minimum, address positions from the program management level through first level supervisors. Include any other non-supervisory key positions considered essential to performance. Qualifications shall include related experience, education, training, and necessary specialized skills. Contractor's Program Manager and Alternate(s), Service Area Managers, Employee Development Managers/Specialists, Military Guidance Counselors, Test Examiner and Alternate(s), Test Control Officer and Alternate(s), Courseware Developers and Instructors, and Financial Administrator/Manager are considered key positions. All key positions personnel qualifications must be approved by the FD or designated representative prior to assignment.

**4.0.4. Contractor Employment Requirements.** The contractor shall not employ persons as employees who are identified as a potential threat to the health, safety, security, general well-being, or operational mission of the installation or its population. Contractor employees shall be able to speak, read, write, and understand English, and communicate well, in the performance of duties outlined in the PBSOW.

**4.0.4.1.** The contractor shall not employ any person who is an employee of the United States Government if the employment of that person would create a conflict of interest. The contractor shall not employ any person who is an employee of the Department of the Air Force, either military or civilian, unless such person seeks and receives approval according to the DoD 5500.7-R, *Joint Ethics Regulations (JER)*. In addition, the contractor shall not employ any person who is an employee of the Department of the Air

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Force if such employment would be contrary to the policies contained in AFI 64-106, *Air Force Industrial Labor Relations Activities*.

**4.0.4.2.** The contractor shall not employ off-duty or part-time civilian Government employees whose position may be in conflict with services provided such as surveying any contracts and subcontracts awarded to the contractor, or involvement with determining and/or approving contractor workload requirements.

**4.0.4.3.** The contractor is cautioned that off-duty active military personnel hired under this contract may be subject to permanent change of station, change in duty hours, or deployment. Military reservists and National Guard members may be subject to recall to active duty. The abrupt absence of these personnel could adversely affect the contractor's ability to perform. Their absence at any time shall not constitute an excuse for nonperformance under this contract.

**4.0.4.4.** Contractor personnel will present a neat, professional appearance and be easily recognized as contractor employees. The contractor personnel shall wear a Government-furnished, identifying badge, which shall include as a minimum, the person's name, the name of the contractor, and the function. Each employee will wear the badge in a conspicuous place on the outer garments on the front of the body and visible at all times.

**4.0.4.5.** Contractor employees shall keep work areas clean daily. Storage areas shall be maintained free from accumulations of waste material, rubbish, tools, equipment, and materials. Work premises shall be left clean, neat, and professional upon completion of the job, with all debris removed and disposed of properly.

**4.0.4.6.** The contractor shall not allow any employee who has possession of any illegal substance, or who is under the influence of alcohol or drugs, access to the installation or to perform work under this contract. The contractor shall comply with the requirements regarding substance abuse of FAR Part 52.223-6, Drug Free Workplace.

**4.0.4.7.** Contractor personnel shall comply with DoDD 5525.4, *Enforcement of State Traffic Laws on DoD Installations*, DoDD 5525.5, *DoD Cooperation With Civilian Law Enforcement Officials*, and AFI 31-204, *Air Force Motor Vehicle Traffic Supervision* (and command and local supplements), pertaining to operation of privately owned vehicles on Robins AFB. The contractor shall register all non-Government furnished vehicles through the base's pass and identification activity.

**4.1. CONTRACTOR EMPLOYEE QUALIFICATIONS.** The contractor shall ensure all contractor employees assigned to the area of responsibility have the required knowledge, skills, and abilities to perform the duties and tasks outlined in the PBSOW. These positions are required to accomplish the mission of the E&T service function and to comply with AF, AFMC, OPM, DoD, and Robins AFB policies identified in this PBSOW.

**4.1.1. Qualifications, Licenses, and Certifications.** The contractor shall ensure contractor employees are trained, qualified, certified and/or licensed prior to performance of work. The contractor shall maintain records of training qualifications, certifications, and licenses. The contractor shall maintain a workforce in such a manner as to ensure the employees remain fully qualified, certified, or licensed. In cases where the only available source for certification is the Government, the Government will fund costs associated with the initial qualification, certification, or license, with the exception of travel and per diem expenses, which shall be at the contractor's expense. However, it is the responsibility of the contractor to maintain the qualification, certification, or license requirement at the contractor's expense. If the qualification, certification, or license is available commercially, the contractor is responsible for all costs

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associated with initial and recurring qualification, certification, or licenses. Additional qualifications can be found in the specific functional or service areas of the PBSOW.

**4.1.2. Management and Administration Services.** The contractor shall provide professional management and administrative personnel to manage the contractor employees and service areas of Military Education and Training Services, Training Development and Delivery, and Civilian Workforce Development Services. As identified in Section 1, paragraph 1.1.1, the contractor shall provide administration, management, and oversight of the contract as follows:

**4.1.2.1. Contractor Program Manager.** The contractor shall provide a full-time program manager who shall be responsible for the overall management and performance of the work and shall act as the central point of contact for all matters relating to the execution and performance of the contract. The name of this person and an alternate(s), who shall act for the contractor when the manager is absent, shall be designated in writing to the CO within ten days after contract award. The contractor shall provide telephone numbers of the program manager and alternate(s), where these persons may be contacted outside of normal duty hours. The contractor shall also include in the designation letter any limitations on the program manager's ability to bind the contractor to changes/adjustments. If any change in program manager or alternate occurs during the life of the contract, the contractor shall submit in writing to the Government a new designation letter within five (5) days. Approval/disapproval will be made by the Government. The program manager and alternate(s) shall each have documented experience managing complex education and/or training related functions similar in size and scope to that of the effort defined in this PBSOW.

**4.1.2.1.1. Contractor Program Manager Authority.** The program manager or alternate(s) shall have full authority to act on behalf of and for the contractor on all matters relating to the daily operations of this contract and shall be fully responsible for overall coordination, management, and execution of the work required under the PBSOW.

**4.1.2.1.2. Contractor Program Manager Duty Hours.** The program manager or alternate shall be available on site at Robins AFB during normal duty hours and shall be present at any called meeting within 60 minutes after notification. After normal duty hours, the program manager or alternate shall be available within 2 hours of notification. The program manager or alternate shall be on-site during normal duty hours and contingencies requiring work beyond normal duty hours.

**4.1.3. Military Education and Training Services.** The contractor shall ensure contractor employee(s) in the Military Education and Training Services have working knowledge of education services, military training, awards related to education and training, military personnel records group (MPRG) management and military personnel systems management (PSM). The contractor's employees involved in education services shall have working knowledge of and experience in acquiring high-quality, cost-effective educational opportunities, and military training requirements; documenting and tracking funds expenditures; and delivering testing services, counseling services, and tuition assistance (TA) services.

**4.1.3.1. Military Education and Training Services Manager.** The contractor shall ensure the military education and training services manager(s) has the management skills, working knowledge of, and experience related to the service area.

**4.1.3.2. Education Specialist and Guidance Counselors.** The contractor personnel in these positions shall meet the requirements as stipulated in the Office of Personnel Management qualifications standards.

**4.1.3.3. Military Guidance Counselors.** The contractor shall provide professional guidance counselors for military education programs and services that meet the following basic educational requirements: 1)

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minimum BS Degree that includes or was supplemented by at least 24 semester hours appropriate to the position to be filled in one or a combination of the areas described in the standard, 2) and a college or university-sponsored practicum in counseling. Contractor shall ensure counselors meet the requirements of Operating Manual for Qualification Standards for General Schedule Positions (p.IV-B-221).

**4.1.3.3.1. Test Examiner and Proctors.** The contractor shall have a minimum of one individual qualified as a Test Examiner to meet the requirements of DANTES Examination Program Handbook, Part I, Paragraph I-20.

**4.1.3.3.2. Neutrality Requirement for Guidance Counselors.** There is a potential organizational conflict of interest in that post-secondary educational services and instruction at Robins AFB are currently provided by several private and State-sponsored institutions. Because there is a competitive element as to which institution provides such services and instruction, any institution that provides educational instruction or services at Robins AFB, shall not serve as a contractor or sub-contractor in the area of professional counseling and guidance. This restriction is to avoid a conflict of interest. The contractor shall not enter into a subcontract with an educational institution for such services, without prior written approval from the Government. Reference FAR Subpart 9.5.

**4.1.3.4. Military Education and Training Support Personnel.** The contractor shall ensure contractor employee(s) involved in system and database management shall have a working knowledge Air Force Automated Education Management System (AFAEMS), Personnel Concepts (PC-III), Military Personnel Data System (MilPDS), Education and Training Management System (ETMS), Acquisition Career Management System (ACMS) or their equivalent systems. The contractor employees shall become proficient in the operation of all applicable computer hardware, software, and peripheral devices in the performance of this PBSOW.

**4.1.3.5. E&TS Information Technology Contractor Support.** Employees assigned to perform these services shall be trained, experienced and possess the commensurate certifications as appropriate. The general scope of the contractor's support efforts for the E&TS information technology system (computers, servers, accessories, peripherals hardware and software), website, and Distance Learning Center (DLC), computer laboratory, etc., includes: 1) Ensuring that the computers, servers, network cabling, etc., used for the E&TS function are operational and available for student, instructors, developers, and those whose education and training job performance requires the use of the information technology system; 2) ensuring that non-operational and defective information technology system hardware and software are identified and repair maintenance is requested ; 3) any information technology system repairs performed by the contractor is limited to sizing and terminating network connection cables, replacing computer and server components such as video cards received from the manufacturer, removing defective computers, servers, etc., and replacing with operational ones; 4) ensuring the DLC equipment is configured, available for use, and operated in accordance with the manufacturer's specifications; 5) obtaining periodic equipment maintenance (e.g., annual for dish antenna) through base/installation services; 6) managing and maintaining the website as required in PBSOW Paragraph 1.1.9.2 to ensure the currency and accuracy of its content; and 7) ensuring that E&TS user support and customer services comply with the installation's levels.

**4.1.4. Training Development and Delivery Services.** The contractor's training development and delivery services employee(s) shall have a working knowledge of and experience in training development and delivery for the service area assigned, that includes the areas of administrative and support, computers, logistics, maintenance, and management and leadership development training, including emotional intelligence and interpersonal skills. The contractor's training delivery and development services shall comply with the requirements contained in AFI 36-2201 Vol. 1, *Training Development, Delivery, and Evaluation*, AFMAN 36-2234, *Instructional System Development*, Chapters 1-8, or other



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equivalent nationally accepted (FD approved) ISD methodology, AFH 36-2235, Vols. 1-13, *Information for Designers of Instructional Systems*, AFMAN 36-2236, *Guidebook for AF Instructors*, AFMCI 21-108, Chapters 2, 4, and 5, *Maintenance Training and Production Acceptance Certification Program*, AFMAN 36-3, *AFMC Functional Courseware Development Guide*, and local supplements.

**4.1.4.1. Training Development and Delivery Services Manager.** The contractor shall ensure the Training Development and Delivery Services Manager(s) have the management skills, working knowledge of, and experience related to the service area.

**4.1.4.2. Courseware Developers and Instructors.** The contractor shall ensure courseware developers design courses that provide students the knowledge, skills, and abilities to perform the organization's mission, with a primary focus on student learning of the responsibilities, processes, procedures, and standards that must be met. The contractor shall ensure all courseware provides the safety procedures, practices, and cautions in accordance with the applicable technical reference materials. The contractor shall ensure the instructor is technically proficient in the subject area he or she instructs.

**4.1.4.2.1. Courseware Developer Qualifications.** The contractor shall ensure courseware developers have the documented completion of an Air Force Instructional System Designer 3-week course, or commercially equivalent course, at the contractor's expense. The contractor shall ensure courseware developers possess a minimum of two-years' documented courseware developing experience in the assigned subject area. Example: developers that develop aircraft maintenance courses must have two-years' experience in developing aircraft maintenance courseware.

**4.1.4.2.2. Instructor Qualifications.** The contractor shall ensure instructors have the documented completion of an Air Force Instructional System Designer 3-week course or commercially equivalent course, at the contractor's expense. The contractor shall ensure that instructors have the documented completion of an AF Academic Instructor Course (AIC) or Technical Instructor Course (TIC), depending upon their instructional assignment for this PBSOW, or commercially equivalent course(s), at contractor expense. Contractor instructor entering on duty in any functional training category shall possess at least two-years' documented experience in the course subject area he or she instructs. For example, instructors that instruct aircraft maintenance courses must have a minimum of two-years' experience in aircraft systems maintenance. It is preferred that the instructor have the experience with the weapon system he or she is instructing, however it is understood that weapon systems transition for the instructor is obtainable through attending the existing Robins course on the subject area, and/or AF transition course, and instructor preparation and "teach-backs". Contractor instructors entering on duty in a general information non-technical category such as: ancillary training subject areas of fire extinguisher operation, foreign object damage prevention, confined space, etc., shall possess one-year of documented experience in general or technical subject instruction.

**4.1.4.2.3. Commercial Equivalency for Qualifications and Qualifications Waivers.** Courseware developer and instructor qualifications requirements for ISD may be obtained through commercially equivalent courses, at the contractor's expense. An ISD commercially equivalent course is defined as a course that meets the AF course objectives, mastery of the ISD phases, course duration, and application required by the USAF ISD Model to include, as a minimum, the following objectives: to develop attitudes appropriate for Air Force instructors, to apply basic principles of learning to specific learning situations, to plan meaningful instruction, to use sound teaching methods, to communicate effectively, and to evaluate the achievement of learning objectives. Additionally, instructor qualification requirements for AIC and/or TIC may be obtained through commercially equivalent courses, at the contractor's expense. AIC/TIC commercially equivalent course is defined as a course that meets the AF course objectives, mastery of instructional techniques, learning theories, course duration, and learning applications. AF or other DoD agency academic or technical instructor course will be considered equivalent with the same

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requirements as the commercially equivalent course. Contractor personnel that have previously completed Basic Instructor Course (BIC), Principles of Instruction (POI), or Technical Trainer/Instructor course, in conjunction with AF or DoD ISD, will be considered equivalent for developer and/or instructor course requirement. For contractor developers and/or instructors that do not meet the ISD, AIC, and/or TIC course requirement and a waiver is required, the contractor shall submit a written request for waiver to the FD or designated representative. Contractor shall provide the documented training, experience, qualifications, or combination thereof for the developer(s) and/or instructor(s) requesting the waiver, and shall include the contractor's employee training plan to bring the instructor(s) and/or developer(s) to meet the qualification standards. The Government reserves the right to make the determination of "commercially equivalent".

**4.1.5. Civilian Workforce Development Services.** The contractor shall ensure contractor employees have the working knowledge of and experience in implementing and administering civilian educational, academic, and technical training to develop and deliver workforce development programs. The contractor employees shall provide customer service, training needs analysis, career development, and education assessments, career guidance and professional counseling, conducting surveys, training requests processes, formal training program administration, civilian training funds management, records management, and personnel data systems operation and management.

**4.1.5.1. Civilian Workforce Development Services Manager.** The contractor shall ensure the civilian workforce development services manager has the management skills, working knowledge of and experience related to the service area.

**4.1.5.2. Employee Development Managers/Specialists (EDM/S).** The primary function of the EDM/S is to provide overall training program management and oversight. The contractor shall perform the duties and responsibilities outlined in AFI 36-401, *Employee Training and Development* Paragraph 1.8. These personnel are required to be designated by the Civilian Personnel Officer (CPO) to administer the local training, education, and development program. The contractor shall ensure the EDM/S personnel have completed an AF Instructional System Development (ISD) course or commercial equivalent.

**4.1.5.3. Training Acquisition.** The contractor shall ensure contractor employees involved in this service area have a working knowledge of and experience in training acquisition, tracking training funds expenditures, documentation of training completions, and management of training services.

**4.1.5.4. Distance Learning.** The contractor shall ensure contractor employees involved in distance learning have a working knowledge of satellite broadcasts and downlinks, computer-based training, video telecasts, etc.

**4.1.5.5. Database Administration.** The contractor shall ensure contractor employees have a working knowledge of database administration and/or database management, operating systems management, protocol networking, user account management, permission control programming, and security programming.

**4.2. PROPERTY ADMINISTRATION.** The contractor shall establish a property administration program as required by the contract. The contractor shall designate an equipment custodian (EC) and alternate to perform those duties for all equipment outlined in this PBSOW.

**4.2.1. Facilities Custodians.** For facilities where the contractor is the sole occupant of the facility, the contractor shall appoint a facility manager and alternate in accordance with RAFBI 32-9008, *Facility Manager's Guide*. For all facilities where the contractor shares occupancy, and that facility has an

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official facility manager appointed, the contractor shall designate a facilities OPR who will be responsible for reporting emergency-type facility needs to the facility manager of record.

**4.2.2. Equipment Custodian.** Contractor shall manage equipment in accordance with FAR 45 and maintain an accurate Automated Data Processing Equipment (ADPE) listing, in accordance with AFI 33-112, Chapter 11.

**4.2.3. Systems Administrator.** Contractor shall appoint an E&TS Systems Administrator in accordance with AFI 33-112, Chapter 12.

**4.3. EMPLOYEE TRAINING PROGRAM.** The contractor shall provide all contractor employee training required to execute the E&TS function. The contractor shall obtain the required training and pertinent courses, conferences, workshops, seminars, and symposiums and shall be responsible for all costs associated with their employees' attendance to include travel and per diem. The contractor shall develop, implement, and maintain an employee-training plan that shall ensure contractor employees meet the standards outlined in this PBSOW. The contractor shall maintain a current ETMS record on all full-time and part-time prime and subcontract personnel. These training records will be provided to the Government at time of contract award and will be entered and maintained in ETMS and/or other authorized database system. The ETMS data will be maintained by the contractor. The contractor shall ensure that employees maintain proficiency and currency in their area of responsibilities. [CDRL # A00Z]

**4.4. QUALITY CONTROL PLAN.** In compliance with the clause entitled "Inspection of Services", FAR 52-246-4, the contractor shall develop and maintain a complete and comprehensive quality control program to include a quality control plan (QCP) to ensure the products and services delivered to the Government and its customers meet the specified standards and are in accordance with commonly accepted commercial practices, and all federal, state, and local laws and regulations. The program shall provide processes and procedures, which identify and ensure correction of potential and actual problem areas throughout the entire scope of this PBSOW and period of performance. The program shall ensure the requirements of this contract are provided as specified. The contractor is responsible to perform self-inspections to ensure services furnished under this contract conform to all contractual requirements. [CDRL # A010]

**4.5. SECURITY REQUIREMENTS.** The contractor will not require access to classified information in performance of the contract, however access to U. S. Government automated information system resources which process sensitive, unclassified, or Privacy Act information will be required. Therefore, as a minimum, National Agency Checks (NACs) will be conducted for all personnel in accordance with DoD 5200.2-R. The contractor shall establish and administer personnel and physical security program in accordance with DoD 5200.2-R, and RAFBI 31-101, *Installation Security*. The program shall include safety requirements and procedures needed to meet PBSOW and mission requirements within each functional area.

**4.5.1. Security Access.** The contractor shall submit to the CO a written request for personnel requiring access to Robins AFB. The request shall include specific information and the appropriate completed forms. (The type and form to be submitted is dependent upon the type identification required. If the contractor requires base access and access to the base computer network, i.e., a "mil" address, a DD Form 1172-2 must be submitted for issuance of a Common Access Card (CAC). An electronic request can be submitted using the following website: [https://cac.robinscd.robins.af.mil/cacweb\\_public/Applicant.aspx](https://cac.robinscd.robins.af.mil/cacweb_public/Applicant.aspx). for CAC issuance. If base network access is not required, an *AFMC Form 496, Application for an ID Card*, must be submitted for issuance of Contractor ID Card/Badge.) Upon verification of the contract-related information, the CO shall certify/authorize the form(s) and contact the contractor, whose

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employee(s) shall present the approved form and a valid ID to the appropriate office for processing (78 MSS/DP for CACA or 78SFS/SFOXZ for ID card/badge.) The Government will provide the appropriate identification card or badge, which shall be issued, displayed, and surrendered as directed in AFFARS 5352.242-9000 and SOFI 38-8. The ID card/badge shall be worn or displayed in such a manner as to be visible at all times while the contractor employees are performing work on Robins AFB.

**4.5.2. Key and Lock Combination Control.** The contractor shall establish and implement methods of ensuring that all keys and key cards issued to the contractor by the Government are not lost or misplaced and are not used by unauthorized persons. NOTE: All references to keys include key cards. No keys issued to the contractor by the Government shall be duplicated. The contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations.

**4.5.3. Lost Key or Lock Combination Compromise.** The contractor shall immediately report the occurrences of lost or duplication of keys to the FD. In the event keys and lock combinations, other than master keys, are lost, duplicated, or combinations compromised, the contractor shall, upon direction of the FD, re-key or replace the affected lock(s); however, the Government, at its option, may replace the affected lock(s) or perform re-keying or re-combination. The contractor shall prohibit the use of Government-issued keys or lock combinations by any persons other than the contractor's employees. The contractor shall prohibit the opening of locked areas by contractor employees to permit entrance of persons other than contractor's employees engaged in the performance of assigned work in those areas, or personnel authorized entrance by the FD.

**4.6. HOURS OF OPERATION.** The contractor shall schedule working hours to support the working hours of the Government service and functional service areas to which the service is provided. In addition, the contractor shall ensure functional areas are manned and operated during lunch hours and break times. The contractor may work, with prior approval of the FD, extended hours to ensure timely completion of work at no additional cost to the Government.

**4.6.1. Military Education and Training and Civilian Workforce Development.** The contractor shall perform work required under this contract during the following hours: 0700-1630 hours, Monday through Friday, except as indicated below:

**4.6.2. Functional Area Training.** In each functional training area, the contractor shall mirror the hours of operation currently observed in the applicable functional area to ensure class schedules correspond to the customers' day shift schedule. Further, contractor shall adjust hours of operation in the functional training areas, if and when changes occur in the functional areas' observed hours of operations.

**4.6.3. Maintenance Swing Shift Training.** In addition to the normally scheduled day shift training, the contractor shall provide training in the Maintenance functional area during swing shift. Additionally, the contractor shall provide owl shift (third shift) training on a limited basis.

**4.6.4. Special Circumstances.** In the event of unforeseen circumstances requiring operation during other than normal duty hours, the contractor will be given at least two hours prior notice of required operation. Such notice will only be given by the CO or designated representative. If there is an increase or decrease in cost as a result of change in duty hours, the contractor shall notify the CO prior to the performance for direction to proceed.

**4.6.5. Recognized Holidays.** The contractor is not required to provide service on the following Federal holidays: New Year's Day, Martin Luther King, Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving, and Christmas. If the

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holiday falls on a Saturday, it is observed on Friday. If the holiday falls on Sunday, it is observed on Monday. While the contractor shall be expected to provide all required services during workdays, contractor shall not schedule training classes during the week of Christmas and the week of New Year's, due to increased vacation leave among customer workforce.

**4.6.6. Reduced Service Hours.** The CO will notify the contractor of any requirement to operate on a reduced basis (fewer than 8 hours per day or fewer than 5 days per week). The requirement for reduced service hours may result from special or emergency situations (weather, base closure, base energy day observation, reduced activity on or around holidays, etc). Any energy day designated by the ALC Commander may affect the availability of the work place and/or the functional areas.

**4.6.7. Accelerated Training.** Contractor shall respond to changing training requirements that may increase level of effort due to AF, AFMC, or local direction to accelerate the training of personnel of specific training requirements. If there is an increase or decrease in cost as a result of change in duty hours, the contractor shall notify the CO, prior to performance for direction to proceed.

**4.6.8. Emergency Services.** On occasion, services may be required to support an activation or exercise of contingency plans outside the normal duty hours described above.

**4.6.9. Performance of Services during Periods of Natural Disaster or National Emergency and Continuation of Essential DoD Contractor Services During Crisis.** The performance of these services is not considered to be mission essential during time of crisis. In the event of a natural disaster or state of national emergency, contractor employees shall follow instructions issued to "non-essential employees" of Robins AFB. The contractor shall monitor local media outlets in the event a natural disaster or state of national emergency is possible. In accordance with DoDI 3020.37, and AFI 63-124 (Para 2.7.1); Performance of Services During Crisis Declared by the National Command Authority or Overseas Combatant Commander - During times of crisis as declared by the National Command Authority, the Contractor shall provide services as directed by the government. Specific tasking and hours of operations shall be directed by the PCO.

**4.7. RECORDS.** The contractor shall be responsible for creating, maintaining, and disposing of Government required records that are specifically cited in this PBSOW or required by the provisions of a mandatory directive listed in Appendix C, Applicable Publications, Regulations and Forms. This includes, but is not limited to, automated systems of records, their output products, and hard copy records. Both hard copy and automated data systems of records are covered by the Privacy Act and implementing guidance, with which the contractor must comply. On receipt of an authorized request for information the contractor shall provide requested information by the suspense date.

**4.7.1. E&TS Function Records.** All records and data (including print, electronic, video, etc.) created, used, or developed by the contractor in administering and executing the E&TS function shall remain the exclusive property of the Government and shall be subject to the requirements for information protection and disposition as set forth in the contract. The contractor shall establish and maintain a document/data management system that meets the requirements of the contract. The contractor shall ensure effective and immediate records and data access by the Government and any authorized representatives or agents. The contractor shall ensure that all records are accounted for and are delivered to the Government's specified format at the close out of the E&TS contract.

**4.7.2. Reports.** The contractor shall prepare routine, periodic (daily, weekly, quarterly, biennial, and annually), and special reports, and maintain required documentation for audit trail purposes; brief data; attendance/utilization rates, classroom utilization, prepare and brief training information and statistics to management and senior leadership as requested by the FD. The contractor shall prepare written reports

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on education and training subjects as requested by the FD and the E&T Chief.

**4.7.3. Metrics.** The contractor shall provide a process for E&TS performance indicators and other performance metrics for Government approval. In addition to performing continuous tracking, the contractor shall develop get-well plans to track process improvement for all performance measurements and indicators that are not meeting performance goals.

**4.7.4. Business Performance Indicators (BPI).** The contractor shall prepare performance index reports. This metric data is used to determine the status of the E&TS function and is also used to measure contractor performance. The contractor shall develop metrics that align with the mission and strategic objectives of the installation. The contractor shall submit the recommended metrics to the Government for review and approval. After approval, the contractor shall brief performance against metrics, at least during the performance status meetings or as requested by the FD.

**4.8. TRANSITION (PHASE-IN/PHASE-OUT) PLAN.** The contractor shall provide the initial cadre of key and core employees to be trained during the defined phase-in period for all places of performance. The contractor shall provide training to qualify replacement or additional contractor employees (other than the initial cadre). The contractor shall interface with incumbent personnel in a manner, which minimizes disruption of E&TS activities during the phase-in period.

**4.8.1. Orientation Period (Phase-In).** The purpose of this orientation period is for the contractor to: observe work accomplished by current incumbent employees, become thoroughly familiar with work requirements and procedures, obtain security clearances, accomplish necessary training of contractor employees, accomplish necessary work plans and control procedures, and become familiar with processes, procedures, and policies to perform the E&T function. The contractor will be allowed access to facilities to familiarize supervisors, key personnel, and staff with equipment, reporting procedures, and work scheduling. However, such access will not interfere with the on-going work efforts of current contractor personnel. To preclude such interference, arrangements for access to the Government facilities will be made with the FD.

**4.8.2. Phase Out.** If there is a change in contractor, the incumbent contractor shall provide familiarization, as described in 4.8.1, to the new contractor. During the phase-out familiarization period, the incumbent shall be fully responsible for operation of all phases of this contract. The contractor shall develop a phase-out plan to affect a smooth and orderly transfer of contract responsibility to a successor. During the phase-out period, the contractor shall allow the successor to observe the contractor's performance methods for a period not exceeding sixty (60) calendar days prior to the performance start date of the successor. The contractor's Phase-Out Plan shall, at a minimum, provide for:

- Employee notification that the incumbent is being replaced and retention of key personnel
- Clean-up of contractor work areas and turn-in of excess
- Security debriefings for incumbent personnel holding security clearances
- Data and information transfer
- Identification and turn-in of all hazardous materials and waste for future use or disposal

**4.8.3. Government Site Visits.** The Government reserves the right to conduct site visits in all contractor-operated facilities in conjunction with the solicitation of offers for the next contract. With regard to the successor contractor's access to incumbent employees, a recruitment notice may be placed in each facility.

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